



# RESUME DEVELOPMENT GUIDE

## Work Connections

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## HOW TO USE THE MITT RESUME DEVELOPMENT GUIDE

This guide was researched and prepared by the MITT Career Services and Student Advising staff to provide students with a starting point for writing a professional resume. This guide should also be referred to each time you update and tailor your resume to the specific job you are applying for.

Some of the information on Combination and Chronological resumes is the same and is repeated. Once you determine which type of resume format is best for the job you are applying for, you can go directly to the section of the Guide that you need.

## WHAT IS A RESUME?

A resume is a document that you use to demonstrate to an employer that your skills, experience and education meet their needs.

Resumes are concise (one to two pages) and targeted to each position you apply for, and are usually accompanied by a cover letter and sometimes an application form.

A resume is used by the potential employer to screen applicants and determine who the employer wants to interview.



Consistently updating and tailoring your resume for each specific position you apply for will lead to more interviews and employment success!

# STEPS TO CREATING YOUR BEST RESUME

## 1. Determine Your Employment Goal

Before you start writing your resume, you must first determine what your employment goal is. Your employment goal must be:

**Specific:** What area of work would you like to pursue, and which specific position would you like to work in? For example, Carpentry would be the general type of work that you like to pursue, and a specific position would be a Construction Assistant with Acme Builders.

**Measurable:** What specific skills, credentials, education, attributes and other qualifications do you already have which qualify you for your desired position?

**Realistic:** Do you have the required qualifications to obtain your employment goal? If not, what types of qualifications would you need to obtain to realize and achieve your employment goal?

## 2. Identifying Skills

When reviewing resumes, employers want to see:

- If you have the necessary **skills** to perform the job as advertised
- If all the information on the resume is **relevant** to the job
- If you have enough of the skills required to warrant giving you an interview

When looking at job advertisements, identify which specific qualifications and skills the employer is seeking because everything on your resume should be relevant to what the employer is looking for.

If you are not replying to a specific job advertisement but are making a general application to a company or business, your resume should reflect the skills and qualifications required by that business or industry. This can be found in:

- Information found on the company's website/other materials
- Similar positions at other companies
- Information from Service Canada's National Occupation Classification (NOC) Codes. The NOC Codes provide descriptions of occupations and can be found at:  
<http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/Welcome.aspx>

### **Sample Job Posting: What Is The Employer Looking For?**

Based on the job posting (or your knowledge of the position if no posting is available), create a **Skills List** of the specific qualifications mentioned in the job ad and refer to this list as you prepare your resume.

On the next page, a sample job posting is included to demonstrate how employers describe duties and skills, and which skills should be included in the resume.

Job Location	CAN-MB-Winnipeg	Category	Culinary - Food Services
Community Name	Westhaven	Requisition ID	2015-27400

## More information about this job:

### Overview:

Atria Senior Living is a leading operator of independent living, assisted living, supportive living and memory care communities in more than 180 locations in 28 states and seven Canadian provinces. We are the residence of choice for more than 21,000 seniors, and the workplace of choice for more than 13,500 employees. We create vibrant communities where older adults can thrive and participate, know that their contributions are valued, and enjoy access to opportunities and support that help them keep making a positive difference in our world. To learn more about Atria, or to find an Atria community near you, please visit [www.atriaseniorliving.com](http://www.atriaseniorliving.com).

### Responsibilities:

Responsible for the preparation and cooking of food in the community. Ensure that all meals are prepared and presented according to Atria standards.

- Provide a high level of culinary customer service and promote a restaurant style dining atmosphere.
- Work closely with the Director of Culinary Services and/or Executive Director to keep residents satisfied with food and dining programs.
- Assist with the preparation and execution of the Art of Atria Dining enhancement programs.
- Maintain kitchen and food storage and preparation areas in a clean, safe, and sanitary condition at all times.
- Responsible for the opening and/or closing of the kitchen.
- Adhere to cleaning schedules as assigned.
- Ensures that all food is received, stored, and prepared according to Company standards.
- Estimate daily or weekly needs of food and supplies and communicates needs to Director of Culinary Services or assistant Director of Culinary Services.
- Participate in preparing and cooking meals according to established recipes and approved menus.
- Document temperatures of food prior to service, refrigeration and freezer.
- Prepare and ensure snacks and beverages are available to residents at all times.
- Keep kitchen floors clean (sweeps and mops) and trash emptied.
- Assist with the transportation and storage of food and supplies.
- Adhere to Quality Enhancement standards and standard food safety practices.
- Assist with preparation and execution of special events, banquets, and theme meals.
- Will attend pre-meal stand up in kitchen prior to meal service.
- May perform other duties as needed and/or assigned.

**Skills**  
required  
by the  
employer

### Qualifications:

- High School Diploma or General Education Degree (GED).
- Minimum of one (1) to three (3) years of experience as a cook in a hospitality or healthcare environment.
- Food handlers permit as required by state law and/or Company standards.
- Able to read and follow recipes and printed production guides, cleaning schedules, and logs.

**Qualifications**  
required by  
the employer

## **Skills/Qualifications That Should Be On Your Resume:**

Based on the skills and qualifications mentioned in the job posting, make a list of the skills and qualifications you possess that match the employer's needs. If the majority of your skills have come from work, you would use a different resume format than if your skills came from other experiences (education, volunteer experiences, etc.). The two main resume formats are described on page 7.

### 3. Choosing a Resume Format

There are two main resume styles: **Chronological** and **Combination**. A combination resume is also known as a **Skills-Based Resume**. Each resume style and when to use it is described below. On the following pages, you will see sample resumes, writing instructions and a template for each style.

Take a moment to decide which format is best for the specific job you are applying for!

#### Combination Resume

- Focuses on skills
- Can help hide gaps or problems with your employment history
- Emphasizes areas of experience and personal interests even if you don't have related work experience

##### Useful When:

- You want to demonstrate skills gained from experiences other than paid work (education, volunteer, etc.)
- You are entering a new field in which you have no work experience

##### Not Useful When:

- You are unclear about your career direction
- You want to draw attention to your work experience

**To learn more about writing a Combination Resume go to page 8**

#### Chronological Resume

- Focuses on work history
- Lists most recent employment experience first

##### Useful When:

- You want to stay in the same field of work and demonstrate experience, growth and advancement within one industry
- You have been promoted or given increasing responsibilities over time

##### Not Useful When:

- You want to change your career from one industry to another
- You have changed employers frequently
- You have work experience that has many unexplained breaks in time

**To learn more about writing a Chronological Resume go to page 18**

## **4. Writing a Combination Resume**



## John Doe

555 Nowhere Street Winnipeg, MB  
(204) 555-5555 (cell)  
Email: johndoe@gmail.com

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### HIGHLIGHTS OF QUALIFICATIONS

- Completed the Carpentry program at the Manitoba Institute of Trades & Technology
- Adhere to safety procedures and ensure safe work practices
- Able to work independently or with a crew
- Dependable, reliable and hard working with excellent attendance

### RELEVANT SKILLS

#### Carpentry Skills

- Developed hands-on knowledge of a variety of hand and power tools
- Knowledge of safe work practices, fall protection and health and safety legislation
- Created projects using carpentry skills of precision measuring, cutting and joining of wood by hand
- Skilled at carpentry math, blueprint reading & drawing
- Developed skills of surveying, site layout, framing, roofing, and exterior and interior finishing
- Learned the techniques & processes required to work with various carpentry materials

#### Interpersonal Skills

- Supervised staff and handled difficult staffing situations professionally
- Worked as a team to effectively problem solve and fix equipment
- Encouraged communication between staff and management as an assistant manager in a fast paced retail setting

### EDUCATION/ PROFESSIONAL DEVELOPMENT

<b>Carpentry Program</b>	Manitoba Institute of Trades and Technology	2015-Present
<b>High School Diploma</b>	Oak Park High School	2012
<b>Class 5 Driver's License</b>	Province of Manitoba	2013

## **EMPLOYMENT EXPERIENCE**

**Assistant Manager** McDonalds 2012-Present

- Trained, supervised and motivated staff to adhere to strong customer service standards
- Created schedules and assigned tasks to team members
- Responsible for closing and bank deposits (responsible for up to \$5000.00)
- Resolved staff conflicts to the satisfaction of management and team members

**Crew Member** McDonald's Restaurant 2010 – 2012

- Provided friendly, prompt service to restaurant patrons
- Promoted to Assistant Manager (from Crew Member)
- Completed cash, debit and credit transactions accurately
- Completed cleaning tasks including sweeping, mopping and general restaurant maintenance

**Landscaper** Joe's Landscaping Summers 2009 & 2010

- Completed various lawn maintenance tasks (mowing, weeding, trimming) in diverse weather conditions
- Responsible for physically demanding work and able to lift excessive weights, stand/rake for extended periods and bend/sit repetitively

## **EXTRA-CURRICULAR INVOLVEMENT**

**Member** MITT Culture Club 2015 – Present

- Participate in club activities including the organizing of "Mini-Folklorama" at MITT
- Attended professional development presentations on Cultural Diversity in the Manitoba Workplace (presented through Manitoba Start) and Youth Activism / Involvement by Michael Redpath Champagne

**Team Member** Manitoba Youth Hockey 2008 – 2012

- Played for various hockey teams from age 9 – age 18 (position: Forward)
- Worked cooperatively to achieve City Championship in 2011

## **REFERENCES AVAILABLE UPON REQUEST**

## Writing a Combination Resume

### Contact Information

Your name should be at the top of the first page of your combination resume. Your name must be easy to read and should stand out (larger font, bold, all capital letters, etc.). The contact information should include your address, phone number and email address. The phone number should have voicemail so that the employer can leave you a message, and your email address should be appropriate.

#### Example:



### Profile Section

This section should be near the top of your resume's first page and should highlight the top four or five reasons the employer should choose you for an interview. This section will have the most impact on an employer if it is tailored to each specific job you apply for. This is where you will use the **Skills List** you wrote down earlier when researching the job ad. The profile section can also be called 'Highlights of Qualifications', or 'Summary'; the title depends on personal preference.

#### Example:



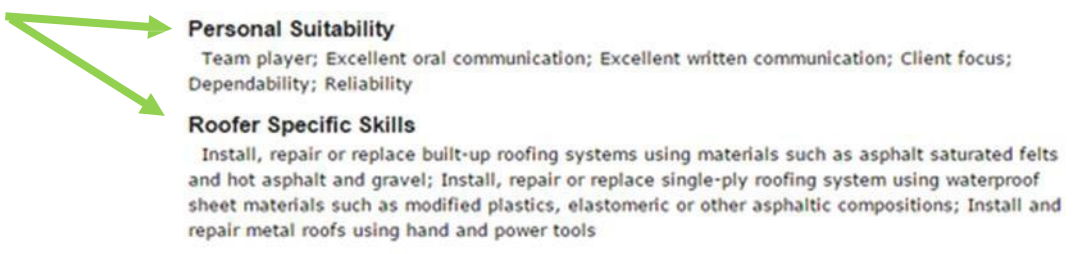
## Skills Categories and Skills Statements

For a combination resume, the skill categories and skill statements you use need to be tailored to the job and must highlight your skill set. Most resumes will have two to three skill categories each with a statement written underneath.

When choosing your skill categories, think about the job what the most important skills are to that employer. Whether you choose to focus on your technical qualifications or your generic/soft skills, they need to be relevant to the position. Again, use your **Skills List** from the job posting as your guide for matching your qualifications to what the employer wants.

**For Example:** You are a Carpentry student and would like a job as a construction helper/assistant. You have never worked in the carpentry or construction field, but have the required skills for this position through your education at MITT. When looking at a construction assistant posting, you should look at the skills the employer requires and include your personal skills that match.

In the **sample job posting** below, the skills are grouped under two headings:



On your **combination resume**, choose two to three skill categories to list your relevant skill statements under. For our Carpentry example, you could select categories related to roofing that demonstrate the skills you've gained at MITT, as well as your interpersonal and communication skills from past work, volunteer, extra-curricular and school related activities. For example:

### Carpentry Skills

- Utilized a variety of hand and power tools
- Experience installing a roof system using asphalt and gravel
- Knowledge of safe work practices, fall protection and health and safety legislation
- Developed skills of surveying, site layout, framing, roofing, and exterior and interior finishing

Skills gained from the  
Carpentry program  
at MITT

## Interpersonal Skills

Skills gained from work, volunteer and school activities

- Supervised staff and handled difficult staffing situations professionally
- Worked as a team to effectively problem solve and fix equipment
- Encouraged communication between staff and management as an assistant manager in a fast paced re tail setting

Each point should begin with an **action verb** and description of your tasks / duties. See page 30 for details.

**Which comes first: Education or Employment?** Whichever section you feel is the most relevant to the employer should come first! If your previous employment experience is more relevant the job, you probably want to list that first. If your education is what qualifies you, that should come first.

## Education

This section should provide information on the program or training you have completed, which school or college you attended, and when you graduated. If you have not finished your program when submitting your resume, it is acceptable to indicate “present” as your completion date, or “in progress”. This section can also include professional development and other courses you have completed.

EDUCATION/ PROFESSIONAL DEVELOPMENT		
Industrial Mechanic/ Millwright Program	Manitoba Institute of Trades and Technology	2015-Present
High School Diploma	Oak Park High School	2012
Class 5 Driver's License	Province of Manitoba	2013
Food Handler's Certificate	MTEC	2013

## Employment History

Your Employment History section should be formatted the same as your Education section and should state your position/title, who you worked for and the dates you worked there. You can also include bulleted points under each position about what you did at each job. These are similar to the **skill statements** you used earlier for your **skills categories**. Each point should begin with an **action verb** and description of your tasks / duties. See page 27 for details.

Pat Doe Page 2

### EMPLOYMENT EXPERIENCE

<b>Assistant Manager</b>	McDonalds	2012-Present
<ul style="list-style-type: none"><li>• Trained, supervised and motivated staff to adhere to strong customer service standards</li><li>• Created schedules and assigned tasks to team members</li><li>• Responsible for closing and bank deposits (responsible for up to \$5000.00)</li><li>• Resolved staff conflicts to the satisfaction of management and team members</li></ul>		
<b>Crew Member</b>	McDonald's Restaurant	2010 – 2012
<ul style="list-style-type: none"><li>• Provided friendly, prompt service to restaurant patrons</li><li>• Promoted to Assistant Manager (from Crew Member)</li><li>• Completed cash, debit and credit transactions accurately</li><li>• Completed cleaning tasks including sweeping, mopping and general restaurant maintenance</li></ul>		

## ADDITIONAL SECTIONS

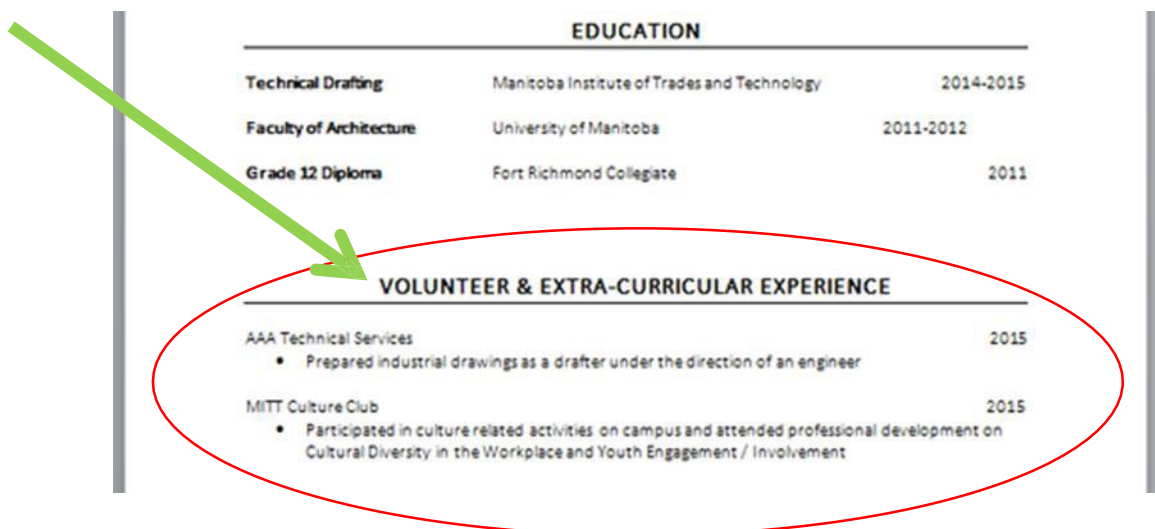
There are other sections that can be included on your Combination resume depending on your unique experience, accomplishments and what you feel is important to the employer. **These sections are optional; only add them if you feel they add value to your resume.**

Your resume should not be longer than two pages, so make sure that you include information that will help you get an interview and delete information that is not relevant. This is one reason why you need to adjust your resume for each job you are applying for!

### Possible Additional Resume Sections

- |                        |                              |                            |
|------------------------|------------------------------|----------------------------|
| ▪ Volunteer Experience | ▪ Coaching Experience        | ▪ Conferences/Conventions  |
| ▪ Community Service    | ▪ Extracurricular Activities | ▪ Memberships/Associations |
| ▪ Languages            | ▪ Activities / Interests     | ▪ Professional Development |
| ▪ Achievements         | ▪ Computer Skills            | ▪ Certifications           |

Example:



EDUCATION		
Technical Drafting	Manitoba Institute of Trades and Technology	2014-2015
Faculty of Architecture	University of Manitoba	2011-2012
Grade 12 Diploma	Fort Richmond Collegiate	2011

VOLUNTEER & EXTRA-CURRICULAR EXPERIENCE		
AAA Technical Services		2015
• Prepared industrial drawings as a drafter under the direction of an engineer		
MITT Culture Club		2015
• Participated in culture-related activities on campus and attended professional development on Cultural Diversity in the Workplace and Youth Engagement / Involvement		

## COMBINATION RESUME TEMPLATE

**NAME** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

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### HIGHLIGHTS OF QUALIFICATIONS

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This section should include the top four or five qualifications or experiences you possess targeted to the job (or 4 or 5 reasons why the employer should choose you!)

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

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### RELEVANT SKILLS

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**Skill Category** \_\_\_\_\_

- Action verb + duty
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Skill Category** \_\_\_\_\_

- Action verb + duty
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



## EDUCATION

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**Program** \_\_\_\_\_ **Year** \_\_\_\_\_

**Institution** \_\_\_\_\_ **City, Country/ Province** \_\_\_\_\_

## EMPLOYMENT HISTORY

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**Position** \_\_\_\_\_ **Month Year** \_\_\_\_\_ – **Month Year** \_\_\_\_\_

**Company** \_\_\_\_\_ **City, Country/ Province** \_\_\_\_\_

- Action verb + tasks \_\_\_\_\_
- Action verb + tasks \_\_\_\_\_

**Position** \_\_\_\_\_ **Month Year** \_\_\_\_\_ – **Month Year** \_\_\_\_\_

**Company** \_\_\_\_\_ **City, Country/ Province** \_\_\_\_\_

- Action verb + tasks \_\_\_\_\_
- Action verb + tasks \_\_\_\_\_

## VOLUNTEER / EXTRA-CURRICULAR EXPERIENCES

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**Position** \_\_\_\_\_ **Month Year** \_\_\_\_\_ – **Month Year** \_\_\_\_\_

**Company** \_\_\_\_\_ **City, Country/ Province** \_\_\_\_\_

## INTERESTS

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- \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

## REFERENCES AVAILABLE UPON REQUEST

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## **5. Writing a Chronological Resume**

## JOE COOL

123 Nowhere St. Winnipeg, Manitoba G6H 9K0 (204) 123-4567

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### HIGHLIGHTS OF QUALIFICATIONS

- Over six years of experience as a **Cook** and **Supervisor** within the Hospitality industry
  - Familiar with the operations of **Fine Food Restaurants and Hotels**
  - Experienced in **Customer Relations and Sales**
  - Establishes an **effective rapport with Clients**
  - Dependable, conscientious, creative, courteous individual who works effectively in a team
- 

### DEMONSTRATED SKILLS

<b>Cook</b>	Fine Dining Restaurant	2006 - Current
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- Prepared and cooked complete meals, banquets or speciality foods, including: pastries, sauces, soups, salads, vegetables, meat, poultry and fish dishes
- Cooked special meals for patrons as instructed by chef
- Coordinated and prepared all dishes from fine dining menu for up to 350 people per sitting
- Supervised kitchen helpers and cooks in preparation, cooking and handling of food
- Planned menus, determined size of food portions, estimated food requirements and costs
- Monitored and requisitioned food and kitchen supplies and ordered and maintained inventory
- Cut, trimmed, and prepared standard cuts of meat, poultry, fish and shellfish
- Prepared special displays of meat, poultry, fish and shellfish
- Maintained a clean and organized kitchen that met all health and safety standards

<b>Supervisor</b>	Hotel Restaurant	2001 - 2006
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- Supervised and trained new employees and trainees in their duties and responsibilities
- Trained new staff in a clear, concise and patient manner, when demonstrating new skills
- Familiar with the daily operations of a variety of fine dining restaurants and fast food outlets
- Communicated effectively with management, colleagues, customers and suppliers
- Demonstrated the ability to remain calm in a fast-paced, high stress environment

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#### EMPLOYMENT HISTORY

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<b>Cook/Supervisor</b>	Fine Dining Restaurant Winnipeg, Manitoba	2002 - 2006
<b>Cook</b>	Hotel Restaurant Winnipeg, Manitoba	2001
<b>Cook</b>	Bistro Winnipeg, Manitoba	2000
<b>Cook</b>	Family Restaurant Winnipeg, Manitoba	1999

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#### EDUCATION

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<b>Carpentry Program</b>	Manitoba Institute of Trades and Technology Winnipeg, Manitoba	2015-Present
<b>Grade 12</b>	Glenlawn Collegiate Winnipeg, Manitoba	2010

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#### TRAINING

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<b>First Aid/CPR</b>	2014
<b>Serve It Safe</b>	2014

REFERENCES AVAILABLE UPON REQUEST

# Writing a Chronological Resume

## Contact Information

Your name should be at the top of the first page of your resume. Your name must be easy to read and should stand out (either by enlarging, bolding, capitalizing or formatting it in another eye catching way). The contact information should also include your address, phone number and email address. The phone number should have voicemail so that the employer can leave you a message, and your email address should be appropriate.

Example:



## Profile Section

This section should be near the top of your resume's first page and should highlight the top four or five reasons the employer should choose you for an interview. This section will have the most impact on an employer if it is tailored to each specific job you apply for and reflects the qualifications needed by the employer as found in the job advertisement. This section can also be called 'Highlights of Qualifications', or 'Summary'; the title depends on personal preference.

Example:



**Which comes first: Education or Employment?** Whichever section you feel is the most relevant to the employer should come first! If your previous employment experience is more relevant the job, you probably want to list that first. If your education is what qualifies you, that should come first.

## **Education**

This section should provide information on the program or training you have completed, which institution you attended and when you completed it. If you have not finished your program when submitting your resume, it is acceptable to indicate “present” as your completion date, or “in progress”. This section can also include professional development and other courses you have completed.




EDUCATION/ PROFESSIONAL DEVELOPMENT		
Industrial Mechanic/ Millwright Program	Manitoba Institute of Trades and Technology	2015-Present
High School Diploma	Oak Park High School	2012
Class 5 Driver's License	Province of Manitoba	2013
Food Handler's Certificate	MTEC	2013

## **Employment History**

Your Employment section should be formatted the same as your education section and should state your position/title, the organization you worked for and the dates you worked there. You can also include bulleted points under each position about what you did at each job. These are known as Skill Statements.

Each point should begin with an action verb and then include your tasks / duties. See page 27 for details.



Page 1		Page 2
<b>EMPLOYMENT EXPERIENCE</b>		
<b>Assistant Manager</b>	McDonalds	2012-Present
<ul style="list-style-type: none"><li>• Trained, supervised and motivated staff to adhere to strong customer service standards</li><li>• Created schedules and assigned tasks to team members</li><li>• Responsible for closing and bank deposits (responsible for up to \$5000.00)</li><li>• Resolved staff conflicts to the satisfaction of management and team members</li></ul>		
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<ul style="list-style-type: none"><li>• Provided friendly, prompt service to restaurant patrons</li><li>• Promoted to Assistant Manager (from Crew Member)</li><li>• Completed cash, debit and credit transactions accurately</li><li>• Completed cleaning tasks including sweeping, mopping and general restaurant maintenance</li></ul>		

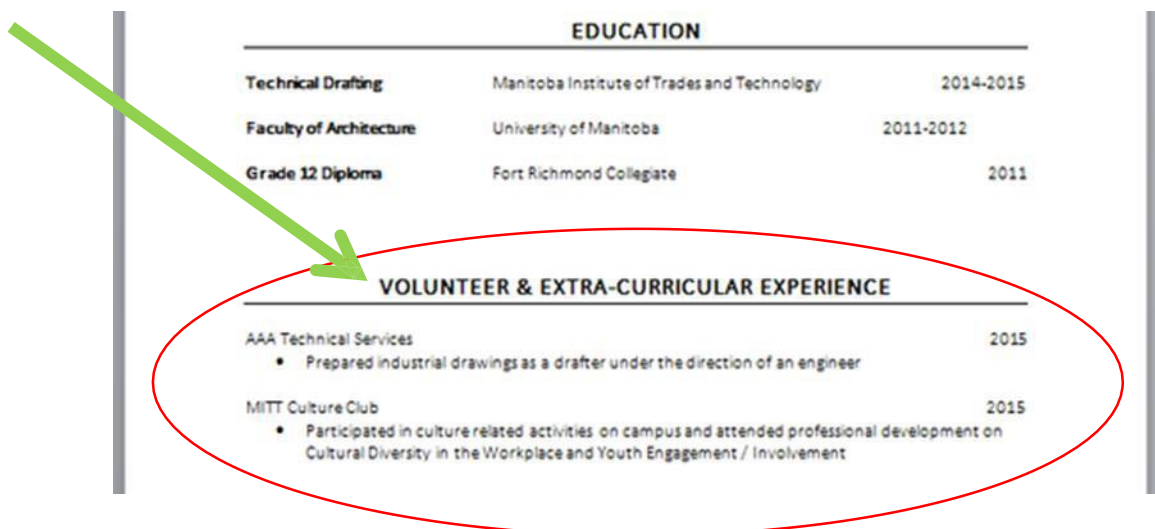
## ADDITIONAL SECTIONS:

There are other sections that can be included on your resume depending on your unique experience, accomplishments and what you feel is important to the potential employer. **These sections are optional; only add them if you feel they add value to your resume.** Your resume should not be longer than two pages, so make sure that you include information that will help you get an interview and delete information that is not relevant. This is one reason why you need to adjust your resume for each job you are applying for!

### Possible Resume Headings

- Volunteer Experience
- Coaching Experience
- Conferences/Conventions
- Community Service
- Extracurricular Activities
- Memberships/Associations
- Languages
- Activities / Interests
- Professional Development
- Achievements
- Computer Skills
- Certifications

Example:



EDUCATION		
Technical Drafting	Manitoba Institute of Trades and Technology	2014-2015
Faculty of Architecture	University of Manitoba	2011-2012
Grade 12 Diploma	Fort Richmond Collegiate	2011

VOLUNTEER & EXTRA-CURRICULAR EXPERIENCE		
AAA Technical Services		2015
• Prepared industrial drawings as a drafter under the direction of an engineer		
MITT Culture Club		2015
• Participated in culture related activities on campus and attended professional development on Cultural Diversity in the Workplace and Youth Engagement / Involvement		



## CHRONOLOGICAL RESUME TEMPLATE

**NAME** \_\_\_\_\_

Address: \_\_\_\_\_

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

Email: \_\_\_\_\_

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### HIGHLIGHTS OF QUALIFICATIONS

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This section should include the top four or five qualifications or experiences you possess for the job (or 4 or 5 reasons why the employer should choose you!)

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

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### EMPLOYMENT EXPERIENCE

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**Position Title** \_\_\_\_\_

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

Organization Name \_\_\_\_\_

- Action verb + duty

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Position Title** \_\_\_\_\_

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

Organization Name \_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## EDUCATION

**Program** \_\_\_\_\_ Month Year \_\_\_\_\_ – Month Year \_\_\_\_\_

Institution \_\_\_\_\_ City, Country/ Province \_\_\_\_\_

**Program** \_\_\_\_\_ Month Year \_\_\_\_\_ – Month Year \_\_\_\_\_

Institution \_\_\_\_\_ City, Country/ Province \_\_\_\_\_

## VOLUNTEER / EXTRA-CURRICULAR EXPERIENCES

**Position** \_\_\_\_\_ Month Year \_\_\_\_\_ – Month Year \_\_\_\_\_

Company \_\_\_\_\_ City, Country/ Province \_\_\_\_\_

## INTERESTS

- \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_

## REFERENCES AVAILABLE UPON REQUEST

## 6. Writing Skill Statements

How you write your resume and explain your qualifications can be very critical to your resume's success. Skill statements are the descriptive statements under your **skill headings** (on a combination resume) and under your job titles in the **employment section**. When writing about your skills and qualifications, and/or describing your previous work experience, you want to give a specific, detailed explanation. Writing flat, generic statements can lead to a very ineffective resume. Look at the job posting that you are applying for to see what action verbs the employer is using, so that you can use the same in your skill statements.

### Cook

Job Location	CAN-MB-Winnipeg	Category	Culinary - Food Services
Community Name	Westhaven	Requisition ID	2015-27400

### More information about this job:

#### Overview:

Atria Senior Living is a leading operator of independent living, assisted living, supportive living and memory care communities in more than 180 locations in 28 states and seven Canadian provinces. We are the residence of choice for more than 21,000 seniors, and the workplace of choice for more than 13,500 employees. We create vibrant communities where older adults can thrive and participate, know that their contributions are valued, and enjoy access to opportunities and support that help them keep making a positive difference in our world. To learn more about Atria, or to find an Atria community near you, please visit [www.atriaseniorliving.com](http://www.atriaseniorliving.com).

#### Responsibilities:

Responsible for the preparation and cooking of food in the community. Ensure that all meals are prepared and presented according to Atria standards.

- Provide a high level of culinary customer service and promote a restaurant style dining atmosphere.
- Work closely with the Director of Culinary Services and/or Executive Director to keep residents satisfied with food and dining programs.
- Assist with the preparation and execution of the Art of Atria Dining enhancement programs.
- Maintain kitchen and food storage and preparation areas in a clean, safe, and sanitary condition at all times.
- Responsible for the opening and/or closing of the kitchen.
- Adhere to cleaning schedules as assigned.
- Ensures that all food is received, stored, and prepared according to Company standards.
- Estimate daily or weekly needs of food and supplies and communicates needs to Director of Culinary Services or assistant Director of Culinary Services.
- Participate in preparing and cooking meals according to established recipes and approved menus.
- Document temperatures of food prior to service, refrigeration and freezer.
- Prepare and ensure snacks and beverages are available to residents at all times.
- Keep kitchen floors clean (sweeps and mops) and trash emptied.
- Assist with the transportation and storage of food and supplies.
- Adhere to Quality Enhancement standards and standard food safety practices.
- Assist with preparation and execution of special events, banquets, and theme meals.
- Will attend pre-meal stand up in kitchen prior to meal service.
- May perform other duties as needed and/or assigned.

#### Qualifications:

- High School Diploma or General Education Degree (GED).
- Minimum of one (1) to three (3) years of experience as a cook in a hospitality or health care setting.
- Food handlers permit as required by state law and/or Company standards.
- Able to read and follow recipes and printed production guides, cleaning schedules, and

Action verbs used in this posting include:

- Provide - Prepare - Cook
- Promote - Estimate - Assist
- Maintain - Document - Clean
- Execute - Schedule - Adhere
- Communicate

## How to Write Effective Skills Statements: Combination and Chronological Resumes

To write skill statements effectively, think about all aspects of the skill you are describing and make sure you are providing details and explaining them fully.

### Example:

A cashier at a store may describe their duties on a resume as “providing service”. While it is correct that cashiers “provide service”, this statement does very little to explain the type or quality of the service provided.

Effective skills statements should use the **5 W’s: Who, What, When, Where and Why** in order to elaborate and provide details within your skills statements.

“Provided service” can then be written as:

Provided prompt, friendly customer service while processing sales transactions in a fast paced retail environment.

### **Skills Statement Tip:**

Begin each skill statement with an **Action Verb**. See pages 12 and 13 for a list of action verbs to help you write your skill statements.

### **Example A**

**Ineffective Skill Statement:** “Excellent customer service skills”

**Add more detail:** What type of customer service was it (hands-on, explaining products, selling products)? Did you have to establish repeat business? Did you have to build customer relationships? Did you have to follow-up with customers? Did you have to recommend products to customers based on their preferences?

**Effective Skill Statement:** “Provided hands-on customer service and established repeat business by recommending products and building customer relationships”

## **Example B**

**Ineffective Skill Statement:** “Terrific supervising skills”

**Add more detail:** How many employees and/or coworkers did you have to supervise? Did you have to assist customers or do other tasks while supervising? Did you have to create schedules and arrange breaks? Did you have to complete administrative paperwork?

**Effective Skill Statement Example:** “Managed and supervised up to three employees at once while serving over forty customers per hour on an average busy shift”

## **Example C**

**Ineffective Skill Statement:** “Great with money and handling budgets”

**Add more detail:** How much money were you responsible for? How large was your budget? What types of administration work did you do for finances? What types of computer programs/tracking methods did you use?

**Effective Skill Statement Example:** “Managed the company’s six-figure advertising budget, effectively monitored spending costs while increasing company sales by 10%”

Each of these skill statements should start with an **action verb** to keep the statements concise, focused and action oriented. The following two pages provide some examples of action verbs that can help you when writing your own skill statements.

## Sample Action Verbs

### TECHNICAL SKILLS

Assembled  
Devised  
Programmed  
Built  
Engineered  
Remodeled

Calculated  
Fabricated  
Repaired  
Constructed  
Computed  
Maintained

Solved  
Designed  
Operated  
Trained  
Overhauled  
Upgraded

### ANALYTICAL SKILLS

Analyzed  
Answered  
Appraised  
Assembled  
Assessed  
Clarified  
Classified  
Collected  
Compiled  
Critiqued

Estimated  
Evaluated  
Expedited  
Extrapolated  
Forecasted  
Interpreted  
Investigated  
Processed  
Recommended  
Reconciled

Resolved  
Reviewed  
Specified  
Structured  
Studied  
Surveyed  
Synthesized  
Systematized  
Validated

### COMMUNICATION / PEOPLE SKILLS

Addressed  
Authored  
Collaborated  
Composed  
Contacted  
Convinced  
Corresponded  
Directed  
Drafted  
Edited

Elicited  
Explained  
Formulated  
Influenced  
Interpreted  
Lectured  
Mediated  
Moderated  
Negotiated  
Persuaded

Promoted  
Publicized  
Reconciled  
Recruited  
Resolved  
Spoke  
Translated  
Wrote

**CREATIVE  
SKILLS**

Acted  
Adapted  
Composed  
Conceptualized  
Created  
Customized  
Designed  
Developed  
Devised

Directed  
Established  
Fashioned  
Founded  
Illustrated  
Initiated  
Instituted  
Integrated  
Introduced

Invented  
Modified  
Originated  
Performed  
Planned  
Revised  
Revitalized  
Shaped  
Solved

**DATA/FINANCIAL  
SKILLS**

Administered  
Allocated  
Analyzed  
Appraised  
Applied  
Audited  
Budgeted  
Balanced

Calculated  
Computed  
Developed  
Estimated  
Forecasted  
Managed  
Marked  
Planned

Projected  
Purchased  
Quantified  
Reconciled  
Reduced  
Researched  
Tabulated  
Tracked

**EDUCATION  
SKILLS**

Advised  
Adapted  
Corrected  
Coached  
Communicated  
Demonstrated  
Designed  
Developed

Enabled  
Encouraged  
Evaluated  
Familiarized  
Facilitated  
Fostered  
Graded  
Guided

Informed  
Instructed  
Persuaded  
Solved  
Supplemented  
Taught  
Trained  
Tutored

**HELPING  
SKILLS**

Advocated  
Aided  
Assessed  
Assisted  
Clarified  
Coached  
Counseled  
Demonstrate  
d Diagnosed

Educated  
Encouraged  
Expedited  
Facilitated  
Familiarize  
d Guided  
Informed  
Instructed  
Intervened

Motivated  
Referred  
Rehabilitate  
d  
Represented  
Resolved  
Supported  
Taught



## 7. The Final Check...

- It is a good idea to get someone else to proof-read your resume. If you aren't able to have another person edit your work, leave the resume for a few hours or a day, and check it again before sending it out. Do not write your resume and send it out right away.
- When proof-reading your resume, think "if someone was reading this statement, would they know what I am talking about?" This will help you get a different perspective on your writing and will help you add detail when necessary.
- Never lie about your skills or work experience. If you have to lie to get a job, **your employer will find out sooner or later**, and there could be consequences to your career and reputation.
- Personal data (marital status, age, health, number of children, religious or political affiliations, SIN number, and original citizenship) should be left off the resume.
- A photograph of yourself should never be included on your resume.
- A resume should be no more than two pages
- Don't get too creative with font sizes and styles: a resume should be a common font (Times New Roman, Calibri, Ariel, Tahoma, etc.) and 10-12 pt. font size. Borders, colours and other stylistic choices should be minimal and professional.

It is always a good idea to have your resume critiqued by someone else to confirm that it is error free and easy to read. Book an appointment with a student advisor at MITT to sit down and go over your resume.

Student advisors are here to suggest improvements and provide advice, but they can't write a resume for you! Use this guide to get started on the first draft of your resume and then see a student advisor for help fine-tuning and improving it.