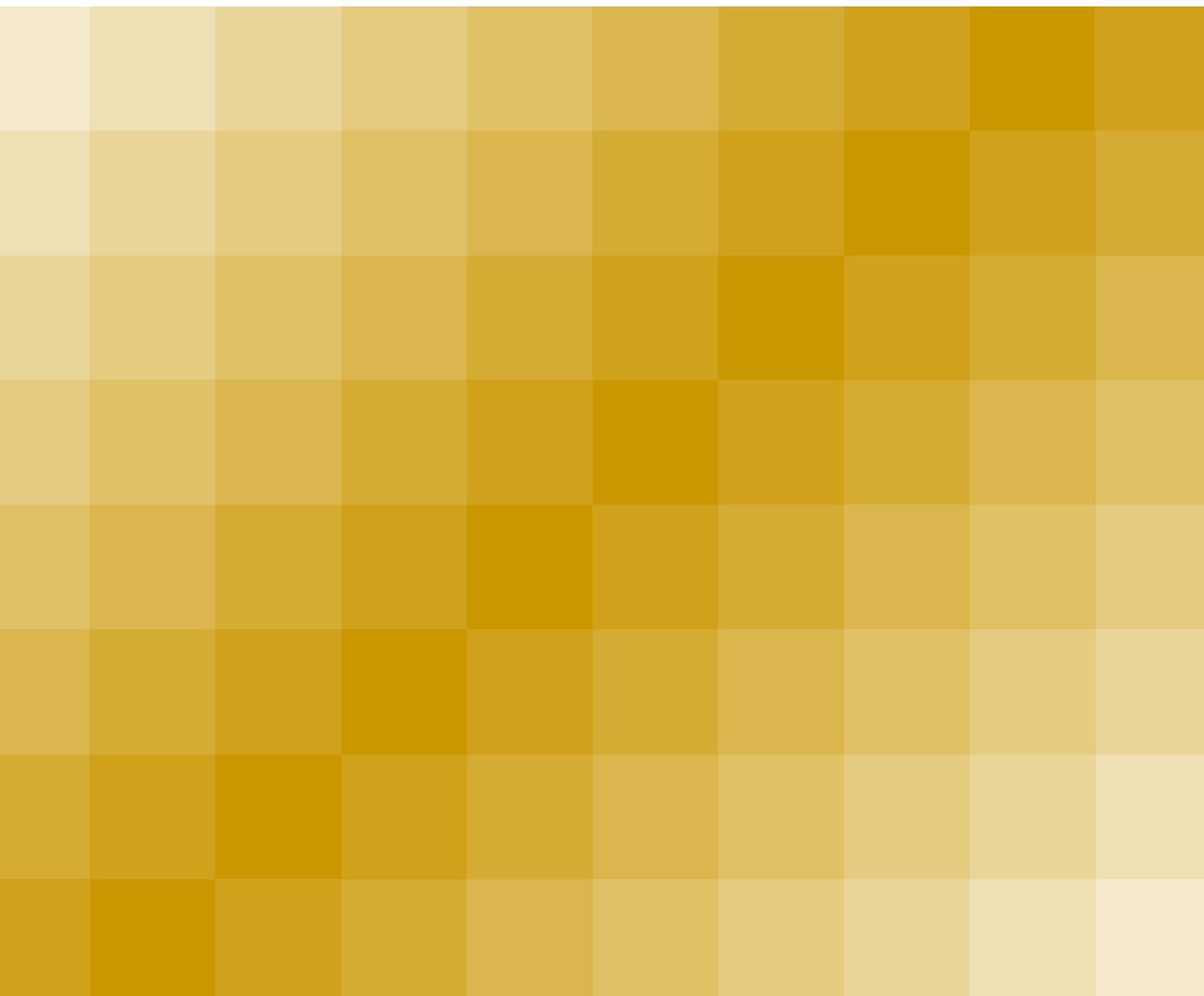


STUDENT NAME:

Service IQ

SMARTER PEOPLE FOR
SMARTER BUSINESSES

Getting job ready for the service sector



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Note to teachers

We hope you enjoy this free resource. More copies are available for download on our website. Many of the activities are taken from our resource for unit standard 15918: Demonstrate knowledge of roles and jobs in the hospitality industry. That resource and others can be purchased from our website **www.serviceiq.org.nz**.

Getting job ready for the service sector

The first choice you will need to make on your journey to your first job is whether to study first or to go straight into work. Some workplaces offer on-job study programmes where you can gain a qualification as you learn the role. Here are some tips to help you decide which way to go:

- ▶ Consider the pros and cons of studying versus working to gain qualifications. You might find you can do both!
- ▶ If you choose to study, is a short course your best option or do you want to do a full qualification?
- ▶ Think about all the businesses in your local area. Perhaps you could walk in and ask to speak to the manager, and tell them you are keen to learn what it takes to make it in their business and do they have any positions available? Many businesses value your attitude over your skills, so you may find there is a job there if you are brave enough to ask for it.
- ▶ The next step is to put a plan together to get started.

The following activities will help you find a job in the service sector. Talk to your teacher or school careers advisor for more information.

▶ **Activity 1**

Getting started

In this activity, you will put together a plan to find a job and get started with your new career.

1. Choose an industry that most appeals to you, tourism for example. Remember that you can still move within the industry as other opportunities come up. Write your choice down here:
.....
2. Make a list of local businesses in your area in that industry, and rank them in order with 1 being your top choice to work at and the rest being your second choice, third choice and so on.

| | |
|----------|--|
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |



Activity 2

Preparing a C.V.

1. Prepare a C.V. (curriculum vitae) and a cover letter outlining your skills, experience and why you want to work for that business. In the beginning, you may not have that much work experience but don't worry; what is more important when you are starting out is your attitude. List your experience. Include things like team sports or activities that show you can work as part of a team and can take direction. Also include any voluntary work you have done.
2. Think of two to three people who can vouch for your character and who you are. These people are called referees because they are referring you to a new employer. Referees might include your teacher, an old employer, someone you have done some voluntary work for, someone from your sports team.



Key point

Don't forget to ask your referees before you give their contact details to a potential employer. Your referees need to agree to be your referees before you can use them.

3. Check everything you've written to make sure it is clear and easy to read. The aim is to educate the reader about who you are and why they should see you. Ask your teacher or school careers advisor for help preparing your C.V. if you are unsure what to do.

Preparing C.V. checklist:

- | | |
|---|---|
| <input type="checkbox"/> C.V. done and printed | <input type="checkbox"/> Referees listed |
| <input type="checkbox"/> Cover letters done and printed | <input type="checkbox"/> Got permission from referees |



Activity 3

Looking for jobs in large businesses

1. If you're targeting workplaces that are large like a big retail or hotel chain, you might try emailing in your C.V. with a cover letter. The cover letter should explain that you are enquiring about any available jobs and that you would like to work for that business. Check out the business' website for a suitable email address. Also, look out for a careers section, they may already have the available jobs displayed there.

Use the checklist below to track your progress.

| | Business name | Email Address Located | C.V and cover letter sent |
|---|---------------|--------------------------|---------------------------|
| 1 | | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | | <input type="checkbox"/> | <input type="checkbox"/> |



Hot tip

STAR

It's a good idea to write a cover letter for each workplace. In a cover letter you should point out the skills you have that you think are particularly relevant to that workplace and give examples of when you have used those skills.

When giving examples think about STAR:

S - situation - Where was it

T - task - What was it

A - action - What did you do

R - result - What was the outcome

You should also use STAR when you are giving examples in an interview.



Activity 4

Looking for jobs in small businesses

If the business is small, like a shop, a café, or a local tourism operator, they may not even have a website. In this case, learn as much as you can about the business, find out what it is like to be a customer there, then dress as if you already have an interview and walk in and ask to speak to the manager. You could use the list below to record your progress.

- ▶ Quickly explain that you are looking to get a job and you would really like to work at this business. Ask if there are any jobs going and if they have time to talk to you.
- ▶ Go and ask during the afternoon when it is not so busy. Most cafés and restaurants are busiest during lunch and dinner times, bars are usually quietest during weekday afternoons.
- ▶ Be prepared to answer questions on why you want to work there and what you can do.
- ▶ If there are no jobs going now, ask if they can take your C.V in case any jobs come up in future.
- ▶ It is a big advantage for potential employers to see you, hear you and get a feel for what you would be like if they employed you. This will mean you have the edge on a stack of emailed C.Vs they have on their desk.
- ▶ If you do not get a job, do not take it personally and remember for every door that closes ten might open. Keep trying and remember to keep a positive attitude.

| | Business name | Visited business and dropped C.V. | Talked to Manager |
|---|---------------|-----------------------------------|--------------------------|
| 1 | | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | | <input type="checkbox"/> | <input type="checkbox"/> |



Activity 5

Preparing for a job interview

Imagine you were about to go for a job interview.

- ▶ What clothes would you wear?
- ▶ Do you have the right clothes right now?
- ▶ If you don't, could you buy some or perhaps borrow from friends or family?

Talk to your teacher and fellow students to get ideas on what you could wear to make a great first impression.

Make a note of what you wear in the space below. Plan what you have and what you might need to get. You don't need to go out and buy the nicest clothes you can find. Just dress as best you can to reflect your attitude and pride. It is all about you.

If you can, take a picture of yourself in your interview clothes and attach it to this page.



Hot tip

Hospitality industry: Black and Whites

A basic uniform across the world for both male and female hospitality staff is:

- ▶ white business shirt
- ▶ black trousers (not jeans)
- ▶ black flat leather shoes (must be enclosed and no heels)
- ▶ black tie

This basic uniform can be used in a variety of settings and is often required when you turn up to a temporary or casual job. Some workplaces will give you a uniform or have specific requirements of what you need to wear but the classic black and whites will do for most occasions.

A black waistcoat is also sometimes required, especially in more formal situations.





Activity 6

Try role playing with your classmates to help you build confidence in job interviews. Make a list of 5 questions you think an employer would ask. Ask your teacher for help if you are not sure what to ask. Practice makes perfect. Try to use STAR when you are giving examples in your answers. It is a good idea to have your CV in front of you in an interview and some notes to help you remember examples. also have some spare CVs with you in case your interviewer needs another copy.

Questions an employer might ask me:

| | |
|---|--|
| 1 | |
| 2 | |
| 3 | |
| 4 | |
| 5 | |



Hot tip

Interview tips

1. The day before your interview, visit the place you have an interview with as a customer and watch how the staff work. This will give you an idea of how you might fit into the workplace and may also give you an idea of questions to ask a potential employer.
2. Visit at a similar time to your interview and time how long it takes you to get there so you know you can get to your interview in time.
3. Be prepared to answer the question “Why do you want to work here?” A bit of research on the workplace will go a long way to showing an employer that you are worth investing in.
4. Make a note of what the staff are wearing at the workplace. Take notice of their hair, visible jewellery, etc. Try and match your look to them as much as you can when you go for your interview to show that you can fit in. Some workplaces ask for all staff to have natural hair colour and keep it pulled back if it's long. You may also need to remove piercings or cover tattoos if that is the expected standard for that workplace. Don't assume your own personal style is okay. Watch and learn.
5. When you are going to a job interview, remember to dress like you are turning up for your first day on the job. If you dress with care and pride in your appearance, you are showing the employer that you can wear their uniform or meet their dress code with the same level of pride.



Key point

Dress for success

It doesn't matter if you are going for a job where customers will see you or not, the way you dress will show off your attitude and may be the difference to being employed or losing out on the job.



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