

Job Search 101 for Students

Don't be afraid to ask for help!

This package will help you kick-start your job search, but don't stop here! Looking for a job can be a full-time job. Get free access to the help and resources you need.

EMPLOYMENT HAMILTON

67 & 77 Victoria Avenue South with free parking

Monday—Thursday 9:00 a.m. to 5:00 p.m.

Friday 9:00 a.m. to 3:00 p.m.

Tuesday evenings 5:00 p.m. to 7:00 p.m. at 77 Victoria Avenue South

Phone 905.522.4902

Email info@employmenthamilton.com

Getting your first job as a student can be exciting and overwhelming. Here are some basic tips to get you started:

- Begin thinking about your job search early on. You'll have better luck — and less stress about it — if you plan ahead and give it thought. Getting a start on your goals even a month in advance can go a long way.
- Think about what kind of work you are and are not able and willing to do. What is your availability like? Will you have to plan around school hours? Do you prefer to work up front with customers and lots of people, or do you prefer hands-on work? How far are you able to commute? Will you have to take a long bus ride? Can you afford gas for a long drive, or can you find work in your neighbourhood?
- Reach out to friends and mentors in your life. You'll not only want to ask them to stand as a reference for you, but you can also gain valuable insights and advice about how to get the jobs you want from those who have direct experience.

REMEMBER

BE PREPARED—Read the information in this package.
BE PERSISTENT—The more places you apply to, the better your chances are of getting a job!



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Consider Joining Group Workshops!

Googling what you're looking for is a great way to learn something new, but our workshops have collected years of insider information to help you focus on the most important aspects of getting a job.

Our workshops provide an engaging and friendly atmosphere for learning about new ways to meet your job goals. These workshops are all totally FREE, and by joining us, you can gain valuable ideas and insight that might take days or weeks to find online.

Save yourself time and spare yourself frustration by using our expertise and joining us for our two most popular workshops:

Maximize Your Job Search

You know you want a good job, but are you feeling unsure about where and how to find it?

Maximize Your Job Search will make sure you've got all the ins and outs of looking for the jobs you want. Many will find themselves scrolling through pages and pages on Indeed.ca, but we'll guide you with tips and tricks to help you move beyond what is sometimes a discouraging routine. To focus your job search, we will cover:

- The most effective ways to find the jobs that match your needs
- What to do when you've begun to run out of job search ideas
- How to tell the difference between quality job listings and listings that might be scams
- How the best employers are advertising for their availabilities

Ace the Interview

You got a call for an interview! Or maybe you'd like to be prepared in advance for when that call comes in?

This workshop will focus on all the best advice we've gathered from countless employers. Instead of getting to an interview feeling nervous or unsure of yourself, we'll make sure you know what to expect and how you can prepare. This workshop receives wonderful feedback from participants, and more importantly, it helps get you the job you're after.

Here's some of what's covered:

- How to self evaluate and make small changes before the interview
- What sort of questions you will be asked, and which ones are inappropriate
- Professional interview etiquette



Get a Head Start with Workplace Training

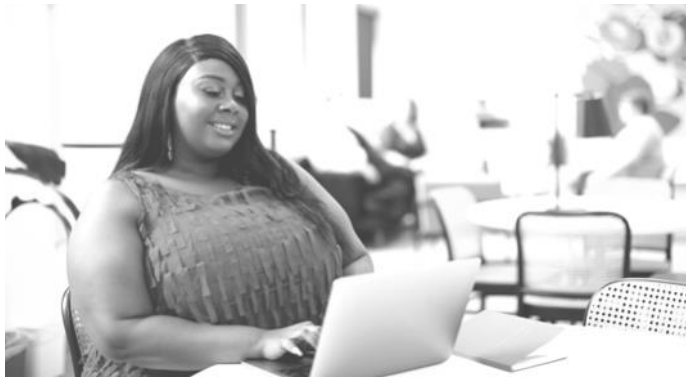
These workplace certificates, which can list on your resume, give you a competitive advantage in your job search by demonstrating to prospective employers that you're ready to begin work immediately.

Because most employers must ensure you are trained in many of these areas, by doing the training before you've applied, you're telling the employer "I am ready to work right away."

Another benefit is that it incentivizes the employer. Many employers will have to spend money training you during company time. With these trainings done in advance, an employer can save some time and money, which makes your application — and you — stand out!

Training	Time it Usually takes to Complete	Certificate Provided?
Workplace Hazardous Materials Information Systems (WHMIS) This is a Canada-wide system giving employers and workers information about hazardous materials used in the workplace. All employers must ensure workers are trained. — Free!	2 Hours	Yes! You can print a copy and email one to yourself for later.
Smart Serve This short course provides training regarding responsible alcoholic beverage service within the hospitality industry. Many restaurant jobs require their staff to be trained. — \$41	4—6 Hours all together, including the testing period.	Yes!
Excellence in Customer Service This short course is for those who are new to customer service. Add this to your resume to get noticed. Learn how to: Make a good first impression; Communicate effectively; Deal with complaints, and more. — Free!	30 minutes	Yes!
Accessibility for Ontarians with Disabilities Act (AODA) AODA For Customer Service is required for those working to provide goods and services to the public or to other organizations. Free!	45 minutes—1 hour	Yes!
Health & Safety Awareness for Workers This is mandatory for all employees in Ontario. It focuses on the health and safety rights and responsibilities of workers, supervisors and employers and serves as a general introduction to workplace health and safety — Free!	45 minutes—1 hour	Yes!





HIGHLIGHTS OF QUALIFICATIONS/ RELATED SKILLS

This section is best used to summarize what you have to offer the employer. It is best written in bullet form. Attributes can be hands-on experience (e.g. handling cash) or personal attributes like “mechanically inclined” or “good communication skills”. Related skills should be tailored to the job that you are applying for and should be specific. List skills you have that the employer would want.

EMPLOYMENT /VOLUNTEER EXPERIENCE

Start with the most recent job you had or currently have and work backwards. Include the name of the company, city, province, dates of employment, job title, and job tasks that you were responsible for. Keep it brief but make sure you don’t leave out key words the employer may be looking for. If you don’t have previous paid work experience, you can include things like babysitting, lawncare, or running errands. Volunteer work can be included too. Remember to use present tense or past tense (whichever is applicable) for all descriptions.

EDUCATION & TRAINING

Once again, start with the most recent first and work backwards. Include the full name of the school, city, province; dates; and any degrees, certificates, or diplomas you have received. If you are currently in school, state which grade you’re in. To save space, you do not need to include your high school education if you have already indicated that you went to college or university. The same applies to public school, if you have already shown you are in or have completed high school.

REFERENCES

This should be listed on a separate page. See “Completing an Application” on page 10 for details.

What to Put on a Resume

The purpose of your resume is to get you the interview. Be clear and concise, and above all be accurate! Have someone proof your resume. Employers are quickly discouraged when a candidate applies for a job and there are errors on the resume.

Here’s how to get started:

- Begin with the name that you usually go by.
- Under your name, put your full address including postal code, plus your phone number and area code.
- You can include an **appropriate** email address, but only if you check your email daily.
- Your voice mail should have a simple, professional greeting. Keep a pad of paper and a pen handy for taking notes if an employer calls.

EXAMPLE RESUME

Jo Jones		123 Real Street • Hamilton, ON L8N 2S8 289.555.1234 • jo_jones_20@gmail.com
Skills and Qualifications		
<ul style="list-style-type: none"> • Experience providing exceptional customer service • Operate cash registers and accurately process transactions • Pleasant speaking manner with excellent communication skills • Efficient in time management, prioritizing workloads and working in fast-paced environments • Follow health regulations; safety conscious • Level “C” CPR and WHMIS certified 		
Work Experience		
Summer Yard Maintenance Crew: Rock Your Yard Landscaping, Hamilton, ON		May – September 2019
<ul style="list-style-type: none"> • Mowed grass using both manual and motorized machines, including riding lawn mower • Weeded and edged lawns • Laid gravel and mulch • Safely performed leaf blowing and disposal duties 		
Clerk: Best Buds’ Nursery, Hamilton, ON		May – September 2018
<ul style="list-style-type: none"> • Stocked shelves • Manually watered stock • Processed payments via cash, credit, debit and cheques 		
Counter Staff: Krusty Krab Pizza, Hamilton, ON		May – September 2017
<ul style="list-style-type: none"> • Received orders by phone and in person • Prepared pizzas, salads and sandwiches • Processed payments via cash, credit and debit 		
Car Wash Staff (Volunteer): Oxford County Municipality, Innerkip, ON		Summers 2015 & 2016
<ul style="list-style-type: none"> • Jockeyed vehicles to and from car wash station • Inspected vehicles before and after wash • Operated car wash facilities • Kept parking lot and grounds clean and maintained 		
Education and Training		
WHMIS Certificate: Employment Hamilton, Hamilton, ON		2020
Ontario Secondary School Diploma: Sir Pompensirk Secondary School, Hamilton, ON		2019
CPR Level “C” Certificate: Canadian Red Cross, Hamilton, ON		2017

For additional resume templates and ideas, visit some of our favourite sites:

- hloom.com/resumes/high-school-student-templates/
- monster.com/career-advice/article/resumes

The most common mistake on a resume is the phone number. Double-check your digits or your phone will never ring! Ensure you have a professional voice mail greeting and check your messages often.



Websites for Job Searching

When you are using the internet to job search, be resourceful and try using multiple variations of keywords in your search to obtain different results e.g. "student", "summer", or "seasonal".

Remember most companies have their own websites and often do their recruiting through them. Google companies that you would like to work at and find the careers page. For example, try...

- careers.walmart.ca
- starbucks.ca/careers
- petvalu.com/careers
- careers.homedepot.com

Here are some other sites for job searching:

General Job Search

Indeed.ca
Kijiji.ca
Workopolis.com
Linkedin.com/jobs
Monster.ca

Hamilton Area

Local Government

EmploymentHamilton.com
Hamilton.ca/jobs-city
Haldimandcounty.ca/careers
Burlington.ca/en/your-city/Career-Opportunities.asp#

Non-profits /Jobs with a Cause

Goodwork.ca
CharityVillage.com
Goodwilljobs.ca
Wesley.ca/careers/a-career-with-wesley/

Post-secondary Students

Magnet.today
Mohawkcollege.ca/current-students/employment-support/

Ontario Government Programs

Gov. of Canada Programs

ontario.ca/page/summer-jobs-students
canada.ca/en/services/jobs/opportunities/student.html



Useful job search resources

Provided for you by

- Employment Hamilton:**
- employmenthamilton.com/workshops-for-job-seekers
 - employmenthamilton.com/certificates-training
 - employmenthamilton.com/online-resources
 - employmenthamilton.com/online-resources/#counsellor-tips

Other key resources:

- hpl.ca/hpl-online/job-and-careers
- livecareer.com/resources/resumes/basics/answers-to-3-common-resume-questions
- resume.com
- livecareer.com/resources/interviews/prep/dos-donts
- careersintrades.ca
- ontario.ca/page/start-apprenticeship
- canada.ca/en/employment-social-development/services/sin/reports/apply.html
- futuraentrepreneur.ca/en/get-started
- investinhamilton.ca/hamilton-business-centre/summer-company
- marsdd.com/bap
- ontario.ca/page/student-loans-grants-scholarships-and-bursaries
- ontario.ca/page/osap-ontario-student-assistance-program
- hamilton.ca/operating-business/health-requirements-inspections/food-handler-requirements-and-training
- sja.ca/English/Courses-and-Training/Pages/Course%20Descriptions/Course-Descriptions-home.aspx
-

An Excellent Local Soft-Skills Guide: hirednotfiredhamilton.com

Young Worker Tips & Resources: labour.gov.on.ca/english/atwork/youngworkers.php

Get a Social Insurance Number: canada.ca/en/employment-social-development/services/sin/apply.html

Ontario Internship Program: internship.gov.on.ca/mbs/sdb/intern.nsf/LkpWebContent/ePublishedHOME

Employment Standards: ontario.ca/document/your-guide-employment-standards-act-0

Employment Ontario: ontario.ca/page/employment-ontario



Marketing Yourself by Cold Calling

What is Cold Calling?

“Cold Calling” refers to contacting someone — in this case, an employer — unannounced.

Many employers will view a cold call as a sign of someone who is ambitious and genuinely interested in their company — it demonstrates enthusiasm and maturity. For this reason, we recommend using this particular job search technique alongside your other job search methods. You might not cold call every business. If you know of a place you want to work, but haven’t seen an ad — cold call! Here’s how:

- Consider timing: How and when you approach an employer can determine whether or not they take your application seriously.
- Regard every call as being a bit like an interview. Check out our Interview Skills section on pages 13–15.
- Be friendly but brief and concise — the employer hasn’t set aside this time to speak to you, so if you’re given their time, respect it and sell yourself well.
- Have opening lines prepared in advance — don’t wing it!
- Follow up on positive calls! If they sound interested, don’t assume they will remember to call you back. More on this below.

Preparing your Opening Lines

Knowing what you want to say in advance is going to help your words come more naturally when you talk with an employer. Here are some important items:

- Don’t flat out ask “Are you hiring?” Starting off this way might sound demanding, or it might sound like you’re calling everyone asking this instead of calling only the employers you’re most interested in.
- Do introduce yourself. For example, “Hi there, my name is Tanya and I’m interested in working for your company.”
- Do tell the employer what position you’re interested in. If you don’t know the various positions that might be offered at this workplace, introduce your skills and aptitudes as they might pertain to that workplace. For example, if Tanya were cold calling a greenhouse she wanted to work for: “I have experience tending to my neighbours’ yards, and volunteer experience with customer service.”
- Do ask if there is a time you can set aside to discuss an application to that workplace. If things are going well at this point, they may ask you to drop in, or they may interview you on the spot.
- Don’t be discouraged if they aren’t interested right now. Ask if you can provide a resume and if there is a possibility for future openings.
- Do thank them for their time, no matter what the outcome!



Dress for Success: The expectation is, when you meet an employer for a drop-in, or for an interview, you dress one level above what you would be expected to wear for that position.

For example, if you’re being interviewed for a position as a server, dress like you might expect the head server to dress. (When the head server was interviewed for her job, she dressed like the manager.)

Marketing Yourself by Cold Calling

Useful Tips

When you call, always ask to speak to a supervisor, manager, or someone responsible for hiring because the person answering the phone might not be the right person to speak to.

Practice with a friend or a mentor — it can help to hear how your words sound out loud, and sometimes getting others feedback can be fun and useful.

A 'cold call' can also be an in-person visit. If you do this, choose wisely. The manager of a busy warehouse might not be available, or it might be unsafe to show up on site. Retail stores and eateries are often accepting of drop-ins. Consider checking the place out in advance, before planning to drop by with a resume. More about this below!



Following Up

This step can be crucial, so don't neglect it!

Keep track of who you talked to and what the results were. If the employer invited you to check back in a few weeks, make sure that you do!

If an employer says "I am sorry, we are not hiring right now", you should respond with "Okay, can I leave my resume with you and check back in a few weeks?" If a few weeks is not appropriate, the employer can let you know what would be a better time. The point is you want the ball in your court. You want to be responsible for getting back in touch with the employer.

When you check back you can say "Hello, Mrs. Roberts, this is Tanya. We spoke last month regarding the sales clerk position. You asked me to check back with you in May." The employer is reminded of who you are and the fact that she invited you to call back.

Cold Calling by Going to the Place of Business: What Employers are Looking for

Before meeting the employer:

- Prepare yourself: Print your resume and put it in in a large envelope (so that it is flat not folded). Bring a pen with you to write things down, and a sample application you've filled out in advance so you can refer to it for accurate dates and reference phone numbers. All of these things can be provided for you at Employment Hamilton.
- Wear clothes that are clean and appropriate for the type of work you are applying for — e.g. if you want to work in construction, don't show up in a suit. Dress as you might for an interview. Do not wear t-shirts with logos or writing; if you wear jeans, ensure they are a very nice pair (nothing 'distressed'). Do not use perfume or cologne and keep jewellery, piercings and makeup to a minimum.
- When dropping in, timing matters: Go in the morning, or right after school, but not on a weekend. If applying to a store for example, aim to be there during a slow time of day; if applying to a restaurant, avoid lunch or dinner hours.



Meeting with employers can feel intimidating at first. Try to keep a level head, and keep in mind they too are people like you. Employers who hire students do so because they want to! On the following page is a list of our best tips to help you feel prepared.

Heading out:

- Always go by yourself. It shows the employer that you have the courage to go and apply on your own, and that you're capable of operating independently. But if you can't drive, or, if relying on a driver, have them wait outside, in the car, or at a nearby coffee shop.
- Turn your cell phone notifications off or to vibrate while doing this.
- Ask for the manager or the person responsible for hiring. If they are not there, ask for their name and when they will be in. When you return, you may ask for them by name. Ensure the envelope containing your resume has their name on it. If by chance they are not in, your envelope with their name on it can be relayed directly to them.
- First impressions are important. Speak clearly and behave with positivity! Be respectful of each employee you speak with — even if you're just asking directions from a clerk. An employer will often ask others about their interactions with a new applicant after you've left, so be courteous to everyone!

During the meeting itself:

- If you haven't already, write down the full name of the person you're meeting with so you know who to follow up with later.
- If you do get to meet with them on the spot, tell them the position you're interested in. e.g. part-time sales positions, stockroom person, produce position, clerk positions, etc.
- Use the advice recommended in the Cold Calling section on pages 7 and 8.

Wrapping up:

- Always express sincere appreciation! If you met the employer, say "thank you for your time"; if you only got to speak with a customer service person, say "thank you".
- If you met with the person in charge of hiring, ask when you can follow up.

After the meeting:

- Take a moment to evaluate: Would you do anything differently next time?
- Plan your follow up: Be sure you contact them on the day you agreed to contact them, if that came up.
- Keep track of meetings that went well, and build from there. Don't be discouraged by having lots yet to learn.
- If it didn't go well, don't take it personally — this is part of the job search and there are lots of other great opportunities!



Notes on References

- Do not use your friends, family, or roommates.
- Do not use anyone who you haven't asked. Always make sure you have permission from your reference to use their name. This way they won't be surprised by the phone call and will be able to give the employer a good response.
- Use someone who is older and who is working: a teacher, coach, instructor, or neighbour; someone who can and will speak well of you.
- You should have two to three references ready before the application process: Start asking around at the start of your job search.
- Do not put references on your resume. Not everyone needs that information yet, and sharing contacts before it is appropriate may not be considerate.
- Always bring your reference sheet to a job interview.
- Only provide reference information when asked. You don't want to wear your references out before a job offer has been made.

Completing an Application

A job application provides the employer with a snapshot of who you are. Properly completing an application is essential. Look at your completed application and consider what kind of message you are sending.

- Is it complete? Did you answer all the questions?
- Is it done neatly and in pen?
- Is it accurate? No spelling errors?
- Is it the best you can do?

ANSWERING THE QUESTIONS

Position Applied For: Be specific. Don't write "anything". An employer needs to know if you want to be the dishwasher, the stock clerk, or the cashier. They will be sorting through hundreds of applications and if you are not clear, the employer will just move on to the next one.

Wages Expected: We suggest you write "going rate." If you put a specific amount you may not be considered even though you would be happy to work for that.

Surname: This is your last name, also known as your family name.

Education: If you are currently in high school, indicate the date you started to the present. e.g. "2019—present"

Additional Courses: This could include First Aid & CPR, a babysitting course, safety workshops, WHMIS, Smart Serve, etc.

Work Related Skills/Experience: The employer wants to know why they should consider you. Write your experience that is related, and /or your personal qualities that are relevant to the job the you are applying for.

Employment Experience: Complete all the information. You want to demonstrate you are thorough and can follow direction. Don't write "resume attached". There are often questions in this area that are not answered on your resume.

Other Tips

- ✓ Don't forget to sign and date the application!
- ✓ Be honest.
- ✓ Check your application over to be sure you didn't miss anything. If a section does not apply to you, don't leave it blank. Write N/A (not applicable). That way the employer knows that you have read it, understood it, and indicated that it doesn't apply to you.
- ✓ If you are allowed to take the application home — i.e. if you are not filling it out at the interview — do so and have someone proofread it for you before you return it.
- ✓ If you have to complete the application on the spot, it is a good idea to have an already completed general application with you to copy from. This way you don't struggle or take too long to complete it in front of your potential employer. This also avoids making spelling errors or forgetting dates.
- ✓ Avoid gel pen — the ink often smears. Use a regular ball point pen in blue or black.

EMPLOYMENT APPLICATION

Complete fully based on your current job goal

Today's date May 1st 2020	Date available for employment May 1st 2020	Wages expected going rate for this position
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Position applied for

Summer Yard Maintenance

Name Jo Jones	
Address 123 Main Street West	Apt. # 4
City Hamilton	Postal Code A5B 6C7
E-mail jo.jones@gmail.com	Phone 289.555.1234

EDUCATION

	Grade or level completed	Diploma, degree received	Course of study	Dates attended
Secondary	Grade 12	Ontario Secondary School Diploma OSSD	General	2014 - 2018
College / University	Mohawk College 1st year	Not yet received	Child & Youth Worker	2018 - Present
Other	First Aid & CPR - Level C	CPR Certificate	N/A	2017

Additional courses, seminars, workshops.

Health & Safety Awareness, 2019**EMPLOYMENT HISTORY**

Name of present / last employer Rock Your Yard Landscaping		City Hamilton
Primary Duties - mowed grass - weeded + edged lawns - laid gravel + mulch		Position Summer Yard Maintenance
		Phone 905.555.5678
Dates 05/19 to 09/19 Month / Year to Month / Year	Reason for Leaving end of season	Supervisor Rocky Biloba

Name of previous employer Best Buds' Nursery		City Hamilton
Primary Duties - stocked shelves - processed payments - manual plant watering		Position Clerk
		Phone 289.555.8765
Dates 05/18 to 09/18 Month / Year to Month / Year	Reason for Leaving end of contract	Supervisor Cheri Somers

Name of previous employer Krusty Krab Pizza		City Hamilton
Primary Duties - received orders by phone and in person - prepared pizzas, salads & sandwiches - processed payments		Position Counter Staff
		Phone 905.555.4321
Dates 05/17 to 09/17 Month/Year to Month/Year	Reason for Leaving Shortage of work	Supervisor Sal Fragione

Name of previous employer Oxford County		City Innertip
Primary Duties - received orders - prepared light snacks - processed cash payments		Position Volunteer Concession stand Staff
		Phone 519.555.2013
Dates Summer 2015 and Summer 2016 Month/Year to Month/Year	Reason for Leaving Moved	Supervisor Buster Brown

Are you legally entitled to work in Canada? ☒ Yes ☐ No

As an adult, have you ever been convicted of an offence for which a pardon has not been granted? ☐ Yes ☒ No

Are you able to work shifts? (non-standard work hours) if required? ☒ Yes ☐ No

If you are applying for a position requiring a driver's licence, please complete the following.
Do you have a valid driver's licence? ☒ Yes ☐ No Class G2 Province ON

REFERENCES List two persons to whom we may refer who are able to judge your work ability. (other than relatives / friends)

Name Rocky Biloba	Occupation Supervisor	Telephone 905.555.5678
Name McLody Cadence	Occupation Music Teacher	Telephone 905.555.9102

May we contact your present employer for a reference? ☒ Yes ☐ No Previous employers? ☒ Yes ☐ No

If no, please state reasons

I hereby declare that the foregoing information is true and complete in every respect and I understand and agree that any false or inaccurate statement or omission will be cause for immediate dismissal.

I hereby consent that you may contact any of the employers that I have indicated by checking "yes" on this application, as well as the references that I have provided.

Signature

Jo Jones

Date May 1st, 2020

01/11

The Interview

What a Job Interview Actually is

As a way to reduce anxiety you might be feeling about a job interview, it may be a good idea to familiarize yourself with what an interview is and isn't. Some facts:

- The interview gives an employer the chance to get to know you as a person, and to see if you are suitable for the position you've applied for.
- It also gives you, the applicant, an opportunity to see if the employer, workplace, and position is right for you!
- Whoever is responsible for hiring will meet with you to ask questions that help them gauge your suitability.
- The process could take as little as 15 minutes, or as much as an hour, depending on the nature of the job.
- Following the interview, they will usually ask if you have any questions for them. This is your chance to learn about the company, the employers, and the position.
- The interview is not a time to bring up any complaints you might have had about previous workplace or volunteer experiences.

Interview Safety Tips:

- When agreeing on a location, an employer will typically invite you to the office space or company location. If not, agree to only meet in public alternatives like a café or library. Never agree to meeting somewhere unusual or remote.
- Google the location in advance. Not only will that give you an idea about the amount of time to plan for transit, but it will give you a sense of what else is nearby should you need other resources like a place to stop for gas or ask for directions, etc.
- Never give the employer your Social Insurance Number until completing the application upon being given a job offer. This should not come up during the interview itself unless an offer is made on the spot.



Remember to:

- ✓ Dress appropriately for meeting with an employer. See tips for what to wear when meeting an employer on Pages 7 and 8.
- ✓ Arrive a few minutes early. More than 15 minutes is too early. On time is "late". The expectation is that you will arrive at least five minutes early to demonstrate you can be prompt. This is also in case there are forms to fill out.
- ✓ Google how long it will take to get there using a variety of transportation methods. If your car has trouble, you will know how long the bus ride is. If there are several floors and hallways to navigate, or a long walk from the parking lot, you will need to anticipate that too, so don't hesitate to do a test run or ask in advance and factor that into your plans.
- ✓ Bring a copy of your resume and a copy of your reference sheet. If you are presented with an application, complete it neatly and accurately. Be sure to have a pen with you. See our application tips on Page 10.
- ✓ Greet the interviewer with a clear voice and eye contact. Following the effects of COVID-19, be prepared for expectations regarding handshaking to change. If you're uncertain, asking demonstrates that you are being considerate.
- ✓ Wait until you are offered a chair before sitting. Sit upright and stay alert throughout the entire interview. Listen carefully and speak thoughtfully, clearly, and concisely. Maintain a positive disposition and eye contact.
- ✓ Take a moment to think about your responses, especially if you feel a bit nervous. Avoid blurting out quick and careless 'answers'.
- ✓ Make sure that your positive qualities get across to the interviewer in a factual and sincere manner. Keep in mind that you alone sell yourself. Don't rely on the employer to ask the questions that you are hoping to hear. Be prepared ahead of time with all the experiences, skills, and attributes you have to offer this employer.
- ✓ Practise answering interview questions in advance. Practise with a friend, teacher, roommate, or family member. Search YouTube for mock interviews. Check out our Common Interview Questions suggestions on Page 14.

The Interview

What Not to Do:

- Do not bring anyone with you: See Page 8 about meeting the employer for more.
- Do not take coffee or food; Don't chew gum or suck on a candy or mint.
- Don't smoke before the interview! Lots of people dislike the smell of cigarette smoke on clothes.
- Don't answer with a simple "yes" or "no". Explain the details — that's why they're asking! Tell them about yourself in ways that relate to the questions they've asked.
- Do not lie or exaggerate and don't evade the question or make up excuses. Answer questions honestly. Being prepared in advance will help you avoid feeling put on the spot.
- Don't ever make derogatory remarks about your present or former employers, or anyone else. It shows poor taste.
- Don't over-answer questions — i.e. don't make your responses too long. The interviewer has only allowed a certain amount of time for the interview. Use the time wisely. Again, being prepared will help you prevent this from happening.
- Don't inquire about salary, vacations, etc. If you are offered the job, the employer will tell you the wage, if they haven't already. If they don't tell you at that time, then that is the appropriate time to ask.

Questions Commonly Asked by Employers:

- Why do you want to work for us?
- Why should we hire you?
- Tell me about yourself.
- What are you passionate about?
- What have you learned from other jobs or volunteer positions that you have held?
- What is one of your greatest weaknesses?
- What are some of your biggest strengths?
- How would your supervisor evaluate your most recent job performance?
- Describe your ideal supervisor.
- What motivates you on the job?
- Tell me about a time you had a conflict with a co-worker. How did you handle it?
- When is it okay to miss work?
- Do you have any questions for us? (See Page 15 for information about how to respond to this question.)

Don't know what your weaknesses are?

Everyone has weaknesses, so don't say you don't have any. Consider asking a sibling or trusted friend, or take a self-evaluation online. Learn to speak positively about your weaknesses by choosing ones that aren't major hurdles, and addressing some things you do to overcome this weakness.



The Interview

Questions You Can Ask the Employer:

It's always a good idea to prepare a list of questions before each interview. Don't forget that the interview is your opportunity to find out more about the position and the company. Later, if you are offered the job, having your questions answered will help you decide whether or not you should accept. Be careful that your questions do not give the interviewer the impression that you feel the job is already yours. Some appropriate questions can include:

- Is there a dress code? Does this position require a uniform? Is the uniform provided by the company, or do employees purchase their own?
- What are the hours of work?
- Is there a probation period? How long is it? What do you want to see from new employees during probation?
- Can you tell me about the training involved? Will there be special safety training for example?
- What can I expect to happen next? Should I call you, or will you contact those who have been interviewed?
- When will you be making a decision on who the successful candidate will be?
- Avoid questions like "Are you going to be my boss?"; ask instead "Are you the supervisor for this position?"



Don't be discouraged if a definite offer is not made when the interview is over. That's normal. The employer probably wants to interview several applicants before making a decision. Leave on a positive note — always thank the interviewer for their time!

Afterwards, evaluate the interview yourself — Is there anything you could improve? If so, keep it in mind for the next time and don't get discouraged if you don't get a job offer on your first interview. Learn from it and you'll do just fine! What went well that you could use for next time?

Interview Feedback from Employers

Employers report the following things have **discouraged** them from hiring a candidate they interviewed.

Interviewee did not:

- Speak clearly
- Make eye contact
- Demonstrate interest or enthusiasm
- Demonstrate confidence
- Demonstrate tact, courtesy, or maturity
- Ask suitable questions
- Seem prepared for the interview

Interviewee did:

- Behave aggressively / arrogantly
- Demonstrate an attitude of entitlement
- Make up excuses and/or avoid answering questions clearly
- Use inappropriate language; had poor hygiene and /or a sloppy appearance

Avoid doing any of these to ensure that the interview is as successful as possible!

Other Resources

Know Your Rights in the Workplace

Ontario's Employment Standards Act

<https://www.ontario.ca/document/your-guide-employment-standards-act-0>

The ESA covers many areas of employment including

- hours of work, eating periods and rest periods
- payment of wages
- overtime pay
- tips and gratuities
- minimum wage
- pregnancy and parental leave
- sick leave
- and more

Learn more about your rights at: [Ontario.ca/employmentstandards](https://www.ontario.ca/employmentstandards)
1-800-531-5551 or TTY 1-866-567-8893

Ontario Human Rights

<http://www.ohrc.on.ca/en/ontario-human-rights-code>

The Occupational Health and Safety Act

<https://www.ontario.ca/laws/statute/90o01>

Workplace Safety and Insurance Board

