



# CV AND INTERVIEW PREPARATION



**IDEAS**  
FOUNDATION

*h* ● HANSON  
● SEARCH

# What employers look for

Ambitious

Proactive

Team-player

Competitive

Commitment

Engaged

Perseverance

Enthusiasm







Now over to  
you...

# How can I demonstrate this?

Languages

Student Council

Societies

Hobbies

Prefect

Sport

Peer Mentoring

Volunteering

Music

Part-time job



# CV Workshop

What is a CV and why do we need one?

## Jane Doe

General Manager - Hospitality Industry

An Executive MBA Graduate from ESSEC Business School. Result-driven professional with proven business development and management experience. Accomplished in determining most optimal operational practices, achieving all objectives and ensuring smooth operations.

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### EXPERTISE

Project Management	Time Management	Teamwork	Verbal & Written Communication
Negotiation	Leadership	Public Speaking	Critical Thinking
Hospitality Management	Service Management	Revenue Analysis	Social Media Advertising
Digital Marketing	Budgeting	Restaurant Management	

### PROFESSIONAL EXPERIENCE

#### General Manager Hotel Roosevelt - 5\*

04/2013 – 11/2017

New York, USA

##### Achievements

- Guaranteed premises were fully operational through delegation of maintenance tasks and promptly responding to related emails.
- In charge of the full renovation of the hotel with a \$5M budget. Completed the project 1 month before the deadline and within the budget limits.
- Leadership of Executive Team: Food & Beverages, Human Resources, Finance, Marketing, Operations and Sales Directors. Management of over 220 employees.
- Ensured financial integrity through review of profit and loss statements, monthly budget, productivity report, balancing scorecards, forecasting and managing different systems.

Contact: David Erickson – 202 412 541

#### Operational Manager Hotel Transylvania - 5\*

07/2007 – 03/2013

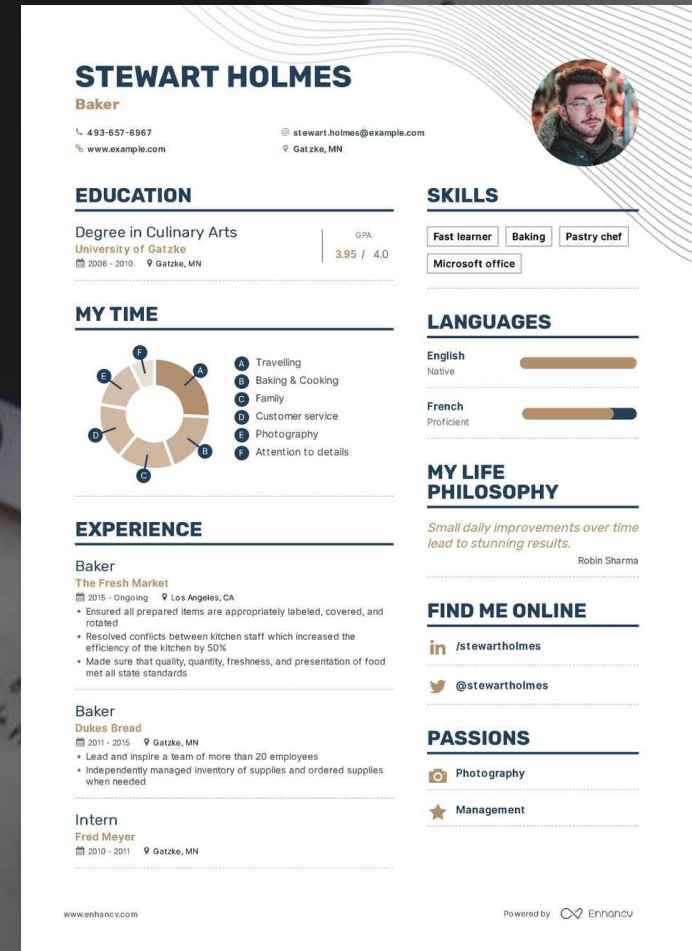
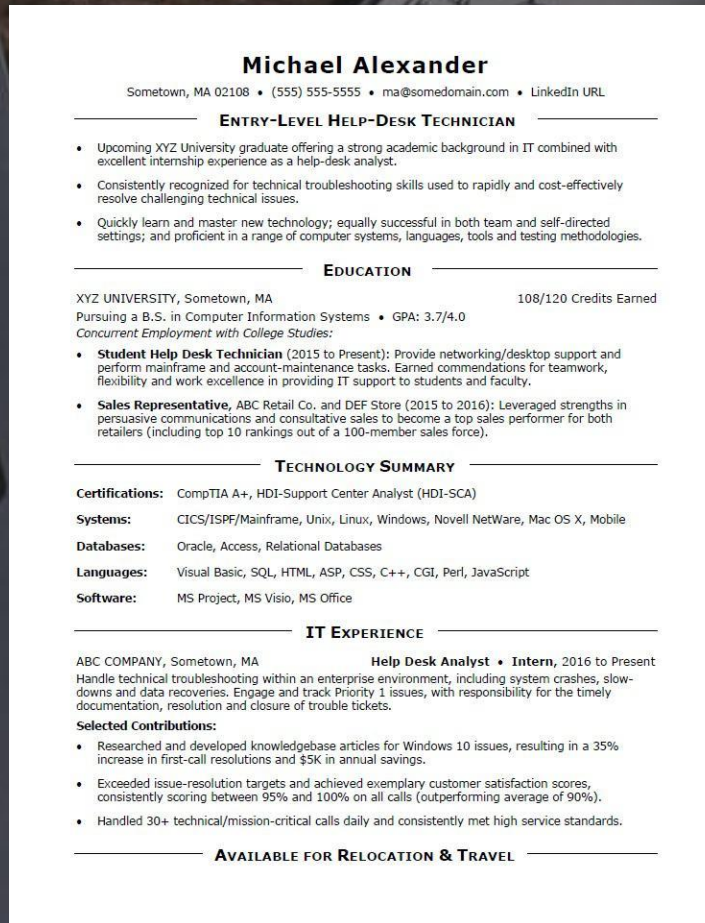
Las Vegas, USA

##### Achievements

- Increased revenue by 34% from \$3.5M to \$4.7M through strategic planning and a more efficient use of available resources.
- Improved the workflow via direct hands-on management of 96 front of house staff and indirect management of 30 back of house staff.
- Ensured hotel's front and bar ran smoothly while making a profit by initiating revenue generation ideas and assuring guests had a positive experience.
- Initiated and implemented a superior training program for each department which resulted in increased guest satisfaction.
- Increased Room and Food & Beverage revenues by 28% in the first 8 months by developing new strategies and an effective management program.

Contact: Quirino Ulises – 0935 235 241

# CV Workshop





# CV Workshop

Volunteering

Part-time job

Sport

Societies

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Prefect

Languages

Peer Mentoring

## Name

### Contact information

Summary of who you are, what you do and what you are looking for.

### Education

### Work experience

Interests, activities, achievements

### Skills



# CV Workshop

## Do's and don'ts

### DO

- Short and sweet
- Font
- Easy to read
- Include contact details
- Hobbies and interests

### DON'T

- Use a photo
- Use boring words
- Lie!
- Add anything negative

# Interview

## EXAMPLE QUESTIONS

- Tell me about a time when...
- What do you do when...
- Have you ever...
- Give me an example of...
- Describe a...

### **Situation:**

During school, I worked part-time as a waitress

### **Task:**

On a busy, short-staffed weekend an angry customer complained about the long wait for his food

### **Action:**

Using communication skills, I listened to the complaint, apologised, explained we were short-staffed and offered a round of complimentary drinks

### **Result:**

The customer was satisfied and sympathetic, became a returning customer and left a generous tip !

**EFFECTIVE STORY TELLING:** direct, logical, meaningful and personalized

**S**

**Situation**

- Provide context & BACKGROUND
- "Our customers complained ..."

**T**

**Task**

- Describe problem, & CHALLENGES
- "We faced supply chain shortage ..."

**A**

**Action**

- Explain WHAT YOU DID & how
- "We solved ..."
- "I calculated ..."

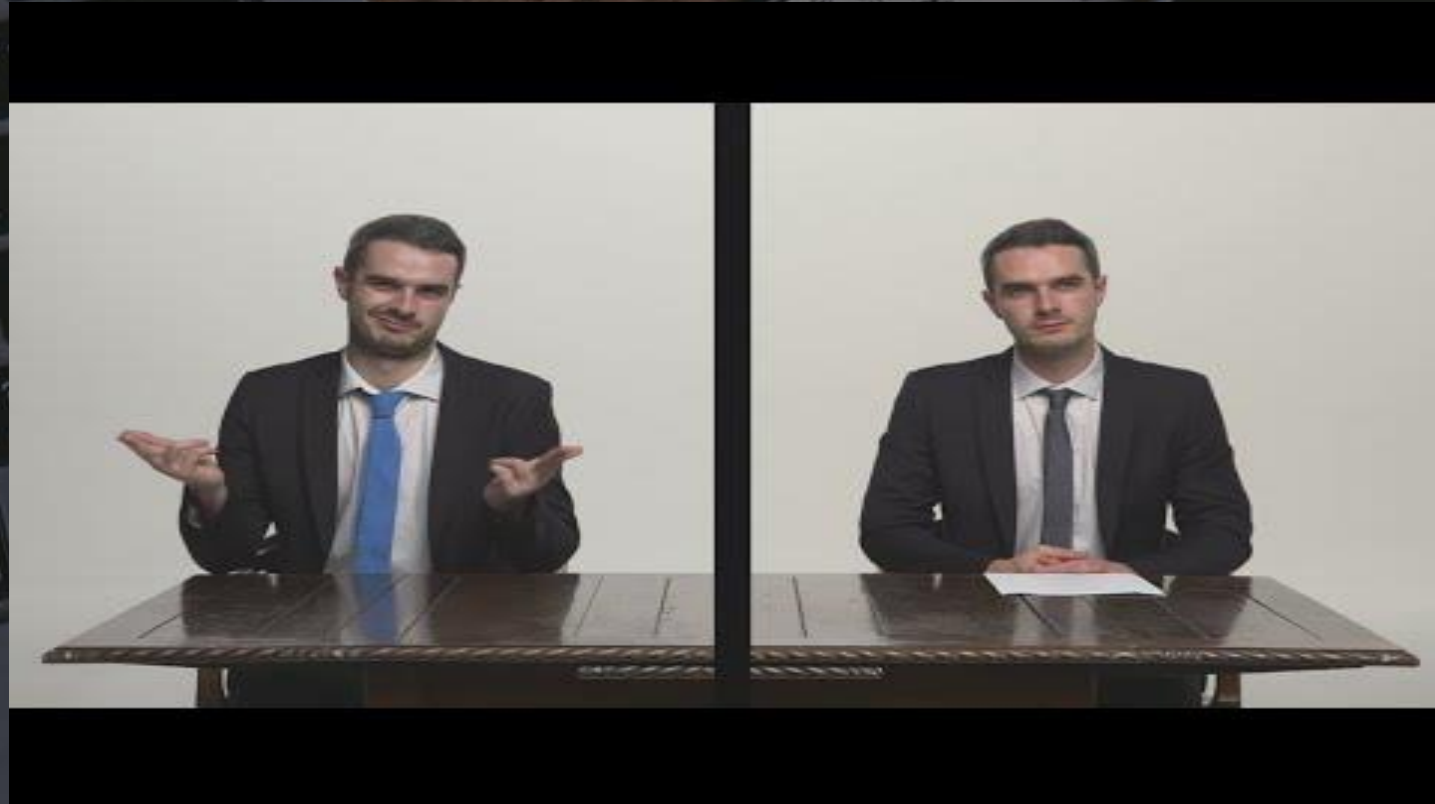
**R**

**Results**

- State BENEFITS, savings, rewards, recognitions, etc.
- "The impact of ..."



# Interviews



[https://www.youtube.com/watch?v=EAqAgM\\_tfmU](https://www.youtube.com/watch?v=EAqAgM_tfmU)

# Interviews



# Thoughts?





# Interviews

Roleplay in small groups

Get into groups of 2 or 3 and roleplay an interview scenario using the questions below.

Tell me about yourself?

What are your strengths?

What are your weaknesses?

Tell me about a time that you failed, what was the lesson you learnt?

Why do you want to join this organization?

What can you add to our team?

Where do you hope to be in 5 years?

# Interview Top Tips!

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- **RESEARCH**
- **Arrive 10 minutes early**
- **Dress smartly**
- **Body language + mirroring**
- **Prepare 2-3 questions to ask at the end**
- **Practice practice practice!**



# Top tips

- Social media
- Update your CV regularly
- Build a network/mentor
- Handshake

