

# Looking for a Job



# Introduction

Through a wide variety of youth employment programs and services, the Government of Canada supports young people between the ages of 15 and 30, in developing the skills, experience, knowledge, and creativity that will be the keys to success in this new and rapidly changing job market.

*Looking for a Job* can help you find a job, whether you want *full-time*, *part-time*, or *summer employment*. It can help you learn the what, where, and how-to of job hunting, and if you combine this knowledge with effort, dedication, time and patience, you will succeed.

*Looking for a Job* can help you learn about yourself. It offers practical exercises to help you discover your personality, skills, and talents (including ones you might not know

are there), and shows you how to use this new knowledge to decide what kind of job you may be suited for. It also has a section on today's job market, and what employers are looking for.

*Looking for a Job* also has information on how to apply, how to write a resume and cover letter, how to prepare for an interview, and what to do afterwards. Then, when you get the job, there are some important tips for your first day.

*Looking for a Job* will show you why it is important for you to continue to learn and develop your skills and abilities, even if you are out of school. And when you've landed that first important job, the skills and techniques you've learned won't go to waste. The knowledge you gain in your quest for a job, and throughout your work life, can help lead to a satisfying and rewarding career.

This publication is available on-line at [www.youth.gc.ca](http://www.youth.gc.ca)

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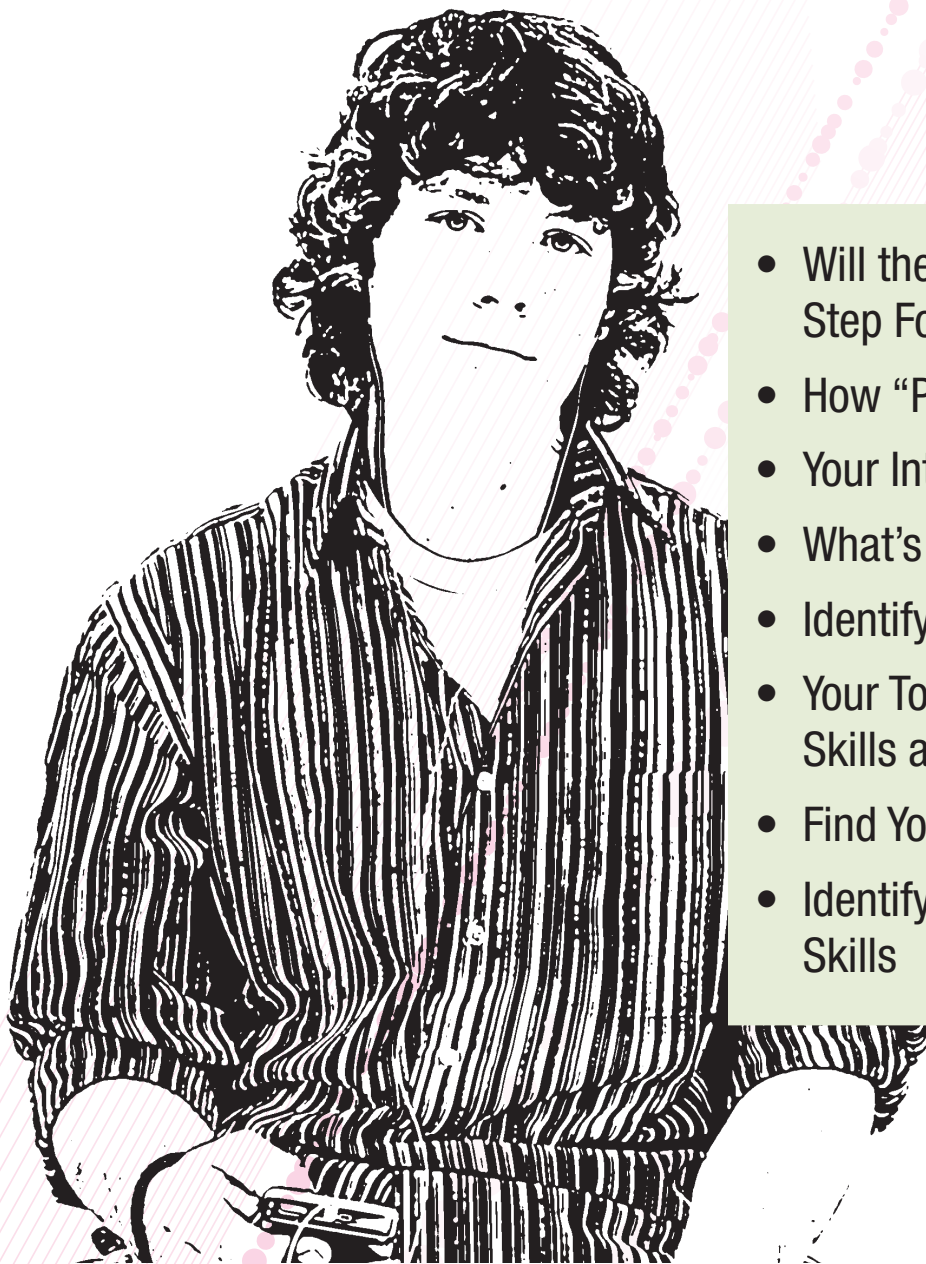
# Table of Contents

Section 1	<b>Know Your Interests and Skills</b> .....	1
	Knowing yourself can help you prepare for your job search.	
Section 2	<b>What Employers are Looking for</b> .....	11
	Common things that employers are looking for in a new employee.	
Section 3	<b>Plan your Career – So What’s Out There?</b> .....	17
	Where to look for jobs, and how to plan where you want to go.	
Section 4	<b>Prepare Your Marketing Tools to Help Sell Yourself</b> .....	25
	Learn ways to help sell yourself to public and private sector employers and how to apply for jobs.	
Section 5	<b>Other Stuff you Should Know</b> .....	39
	Important Information on Employment Insurance, the Canada Pension Plan, the GST Tax Credit and Canada Student Loans.	
Appendix 1	<b>Tools, Programs And Resources</b> .....	43
	Government of Canada Web Sites and other useful Links.	
	<b>Subject Index</b> .....	47
	<b>Feedback Form</b> .....	53





# Know Your Interests and Skills



- Will the Real “You” Please Step Forward?
- How “Personable” Are You?
- Your Interests = Your Career
- What’s Important To You?
- Identify Your Skills
- Your Top Five Transferable Skills and How to Use Them
- Find Your Hidden Skills
- Identify Your Job-related Skills

# Know Your Interests and Skills

## Will the Real “You” Please Step Forward?

Did you ever notice how some people can bounce right back, even if they’ve been turned down for a job they wanted? They have a positive attitude, and that means they’re more likely to succeed the next time.

Being yourself is the best way to get jobs you really like. But who are you? Do you have a good opinion of your own abilities? Your attitude has as much to do with finding and keeping a job as your skills and knowledge.

A positive *attitude* comes from feeling good about who you are.

Answer the questions to help you understand how you feel about yourself.

This isn’t a test—it’s a discovery mission into who you are. Be honest with yourself and you’ll get the best results. Write the number that best applies to you in the fourth column. And remember, there are no right or wrong answers.



	Mostly	Some- times	Almost Never	Your Answer
I give myself credit.	1	2	3	
I look for the positive side in situations.	1	2	3	
I know my strengths.	1	2	3	
I identify my weak areas and see them as challenges to work on.	1	2	3	
I learn from my mistakes.	1	2	3	
I know what I want from life.	1	2	3	
I can put my wishes into words.	1	2	3	
I can set limits or boundaries so others respect them.	1	2	3	
I speak up when I disagree with someone, or when I believe something is wrong.	1	2	3	
I listen to, and try to understand, other people’s point of view.	1	2	3	
I deal with anger constructively.	1	2	3	
I control my temper.	1	2	3	
If I criticize myself, I can stop.	1	2	3	
I usually see myself as the person I want to be.	1	2	3	
I say no to drugs or alcohol, even when I am feeling stressed out.	1	2	3	
I can resolve conflicts both within myself and with others.	1	2	3	
I compare my behaviour today with what I did in the past instead of with other people’s behaviour.	1	2	3	
<b>Total for “Your Answer” column:</b>				

## How did you do?

To figure out your *attitude*, add up your answers in the fourth column and write your total at the bottom of the table. If you score:

- 17–24** You have a healthy attitude.
- 25–42** Your attitude is okay, but you need to focus more on the positive.
- 43–51** Your attitude needs some attention.

Attitude is your choice—think positive! Here are some tips to a positive attitude:

- Think about life as an adventure filled with exciting unknowns.
- Look for the best in every situation. Where is the plus? Is there opportunity here?
- Decide what you want in life and stay true to your values and beliefs.
- Avoid using ‘quick fixes’ as solutions to problems.
- Know your strengths and remind yourself of them every day.
- Identify your weaknesses—see them as limitations rather than flaws.
- Build on your strengths and find ways to reduce your limitations.
- Learn from your mistakes. Plan a different way to handle it next time.
- Speak up for yourself and put your pride into words.
- Say what you feel.
- Always try to speak the truth.
- Be proud of who you are.

## How “Personable” Are You?

Did you know that your *personality* plays a big role in how you find and keep work? It shows every time you write or talk about yourself, and it can be key to your success.

Do you have the kind of traits, attitudes, temperament and personality that will make you a responsible and competent worker?

Read the statements below. Check off under “Absolutely” or “I Could Do Better”, depending on which best describes you.

## How Personable Are You?

Personality Characteristic	Absolutely	I Could Do Better
I’m honest.		
I’m reliable and dependable – people can count on me.		
I’m prompt – I don’t miss appointments.		
I’m sincere.		
I take pride in my appearance and dress appropriately.		
I’m friendly.		
I can handle criticism well.		
I’m polite and respectful.		
I’m creative – I like to come up with new ideas.		
I’m confident about what I can do.		
I enjoy challenges that really make me think.		
I’m sociable – I enjoy being around people.		
I’m motivated and enthusiastic about what I do.		
I’m flexible.		
I’m a self-starter – I don’t need to be told about the work that needs doing.		
I’m proud when I’ve done something well.		
I’m loyal and can make commitments.		
I’m curious.		
I’m resourceful – I like to think of ways to solve problems without relying on others.		

Answer as accurately as you can to make sure you get a true picture of your real personality.

If you checked off most of these statements under “Absolutely”, you have *personable skills* that are well suited for today’s workplace. If you checked off most of them under “I Could Do Better”, you have highlighted some areas that you can work on. Ask yourself how you developed some of these traits and attitudes. Can you see ways you can work to change them?

# Your Interests = Your Career

The things you like to do can often give you an idea of the kind of job that you would be good at. What are you interested in? Do you know the *field* of work you would enjoy most?

Here's an exercise that can help you sort out your interests. Respond "Yes" or "No" to the statements in the next quiz.

To find out areas of work that may interest you, compare your answers to the numbers in the following groups.

## Numbers 1, 5, 9, 12, 15, 16, 18, 23.

If you have responded "Yes" to most of these numbers, you are probably a "hands-on" type of person. You like to work with tools and machines, make things with your hands, fix and maintain equipment, or find out how things work. Jobs you might like are found in engineering, product manufacturing, construction, repair and servicing, transportation, trades and technology.

## Numbers 2, 4, 7, 10, 13, 19, 21, 24.

If you have responded "Yes" to most of these numbers, you are probably an "information" person. You like to express yourself through writing, music or art, perform experiments or research, solve puzzles and problems, or study and read. Jobs dealing with information are found in arts and entertainment, business and finance, scientific research, sales and services, tourism, law and government.

## Numbers 3, 6, 8, 11, 14, 17, 20, 22.

If you have responded "Yes" to most of these numbers, you are probably a "people" person. You like to care for and help others, encourage people, work as part of a team, and lead and supervise others. Jobs dealing with people are found in health care, education and training, social work and counselling, and religion.

### Note:

If you responded "Yes" to numbers from each group, it could indicate that you don't have a clear preference for a specific type of job. You may be suited for a job that combines a number of these interests. Don't be concerned. As you get more experience in the job market, you will learn first-hand what kind of jobs you may be suited for.

# Your Interests = Your Career

	Yes	No
1. I'd rather make something than read a book.		
2. I enjoy problem-solving games and working at puzzles.		
3. I like helping other people when they need it.		
4. I enjoy reading and learning about new topics.		
5. I like working with my hands.		
6. I like being the leader in a group of people.		
7. I prefer to know all the facts before I tackle a problem.		
8. I like to take care of other people.		
9. I enjoy designing, inventing or creating things.		
10. I enjoy expressing myself through art, music, or writing.		
11. I would like a job where I can deal with people all day.		
12. I like working with materials and equipment.		
13. I enjoy learning new facts and ideas.		
14. I find co-operating with other people comes naturally to me.		
15. I like finding out how things work by taking them apart.		
16. I would rather work with machines and things than with people.		
17. I can usually persuade people to do things my way.		
18. I enjoy building and repairing things.		
19. I enjoy the research part of my projects.		
20. I like being with people.		
21. I enjoy thinking up different ideas and ways to do things.		
22. I like hearing other people's opinions.		
23. I enjoy learning how to use different tools.		
24. I find it easy to follow written instructions.		



# What's Important to You?

The things that are most important to you are called values. As you progress along your personal journey in life, you set values for things such as being happy in your home or job, being independent, being healthy, having friends, and making money. You're the only one who truly knows what your values are. Your responses to the following statements will help you figure out what your values are, and could help you get a basic understanding of what type of job you would like to do.



## What's Important to You

Values—It's important to me to:	Yes	Some-times	No
Have good health.			
Learn new things.			
Grow personally.			
Have time and energy for my "off the job" life.			
Meet new people.			
Have a lot of friends.			
Have a steady job.			
Have a boss who is fair.			
Work in a comfortable place.			
Work in a safe place.			
Work with people I like.			
Know exactly what to do.			
Make the world a better place.			
Do something I feel is important.			
Make a lot of money.			
See the results of my work.			
Have an important job title.			
Have good family relationships.			
Be responsible for other workers.			
Protect the environment.			
Grow spiritually.			

(Continued):	Yes	Some-times	No
Do physical work.			
Have a chance for promotion (more pay or important position).			
Make the world more beautiful.			
Finish a difficult task.			
Do a job well.			
Make decisions together with other people.			
Be my own boss.			
Be creative, come up with new things or ideas.			
Set my own hours of work.			
Use my head.			
Have a few close friends.			
Have a challenging job.			
Work on just one thing at a time.			
Work on a lot of different things at the same time.			
Have an interesting job.			
Have an exciting job.			
Have an easy job.			

## List some other things that are important to you:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_
6. \_\_\_\_\_  
\_\_\_\_\_
7. \_\_\_\_\_  
\_\_\_\_\_

8. \_\_\_\_\_  
\_\_\_\_\_
9. \_\_\_\_\_  
\_\_\_\_\_
10. \_\_\_\_\_  
\_\_\_\_\_

Before moving on, take a moment to review your responses. Knowing what's important to you will help you get a basic understanding of what type of job you might like to do.

## Build on what you have to offer

### Identify your Skills

Everything you learn and every skill you have acquired becomes part of your personal toolkit. You carry these “tools” with you as you move through school and into the job market. When you develop a skill or gain experience in one place, and put what you've learned to use someplace else, you are using *transferable skills*.

These skills can come from a lot of places – paid work, volunteering in your community, school, and even through your hobbies.

The next step on your journey is to identify your *transferable* skills. Look through the following lists and check off every skill that you think you have.

## Key Skills – I can:

- Meet deadlines
- Supervise others
- Solve problems
- Teach others and give clear instructions
- Manage people
- Organize and manage projects
- Speak in public
- Accept responsibility
- Plan daily work, or special events

## Hands-on Skills – I can:

- Assemble kits
- Build or repair things
- Work well with my hands
- Operate tools, machinery
- Use complex equipment
- Drive or operate vehicles
- Inspect and maintain equipment or vehicles

## Data/information Skills – I can:

- Make a budget, manage money
- Record facts, classify information by date
- Analyze data, audit and maintain records
- Check information for accuracy
- Pay attention to details
- Investigate and clarify results
- Locate answers, gather information
- Calculate or compute
- Evaluate
- Take inventory
- Keep financial records
- Research and write reports

## People Skills – I can:

- Help and care for others
- Manage conflicts, resolve issues
- Counsel people
- Be tactful and diplomatic
- Interview people
- Be kind and understanding
- Be a good listener
- Negotiate
- Be outgoing
- Show patience
- Be pleasant and sociable
- Supervise, teach
- Be tough when necessary
- Trust people, my instincts

## Verbal/Communication Skills – I can:

- Clearly express myself
- Talk easily with others
- Create and talk about new ideas
- Design presentations
- Be inventive
- Conduct research in a library or on the Internet
- Set up my own network of experts, or helpers
- Be logical
- Speak in public
- Write clear and concise reports
- Work well with others

*(Continued on Next Page)*

## Creative/Artistic Skills – I can:

- Be artistic
- Write short stories or articles
- Draw or create other art
- Express myself through music, poetry or art
- Design posters, draw cartoons and illustrations
- Perform and act
- Present artistic ideas
- Dance, create body movement
- Use computers to create presentations
- Design and lay out web pages
- Achieve high scores in video games

## Leadership Skills – I can:

- Arrange meetings or social functions
- Be competitive when necessary
- Make decisions
- Direct the work of others
- Help set goals for my team
- Explain things to others
- Solve problems
- Motivate people
- Settle disagreements
- Plan activities and put them into action
- Take risks when necessary
- Organize and chair a meeting
- Show self-confidence



# Your Top Five Transferable Skills and How to Use Them

Now go back through the list of *transferable skills* you have highlighted. Pretty impressive! On the next page, write down your top five skills that you want to use in your next job. For each of the five skills you choose, write down a good example of a time you used that skill.

## Your Transferable Skills

Skill: \_\_\_\_\_

Example: \_\_\_\_\_

How I solved it: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Skill: \_\_\_\_\_

Example: \_\_\_\_\_

How I solved it: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Skill: \_\_\_\_\_

Example: \_\_\_\_\_

How I solved it: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Skill: \_\_\_\_\_

Example: \_\_\_\_\_

How I solved it: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Skill: \_\_\_\_\_

Example: \_\_\_\_\_

How I solved it: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For example, if you checked off ‘solve problems’, you would write down what the problem was and how you solved it.

**Skill:** Solve Problems

**Example:** We kept running out of popular games at the video store where I worked.

**How I solved it:** I designed a chart to show how many games we had in the store, and how many we sold, so we knew which games to re-order.

## Find Your Hidden Skills

As you might have guessed, *hidden skills* are the ones you don’t know you have. Here’s how to find them.

Suppose you work in a coffee shop. Not much to learn here, you say. Think again. You’ve really learned a lot more than you think. For example, you’ve learned how to:

- follow recipes, mix ingredients, set temperatures, bake muffins, and mix a variety of hot and cold coffee and tea drinks;
- work with complex equipment;
- operate a cash register, make change, and balance the day’s receipts; and
- work with others under sometimes busy or stressful situations.

Here are some *transferable skills* that you developed that you can use in another job:

- manual skills
- computer skills
- financial and numbers skills
- teamwork
- patience

And you learned other things too, such as:

- how to manage time responsibly;
- how to organize your work;
- how to serve customers in a professional manner;
- how the business operates;
- health regulations related to selling food to the public;
- how employees are promoted, and why;
- how to take responsibility for someone else’s property;

- how to manage store inventory; and
- how to display products so people will buy them.

More skills are hidden here:

- marketing skills
- communications skills
- promotional skills
- creative skills
- planning skills

Do you know what other transferable skills can be found in this job? It is all in how you talk, or write about what you do. In every job you develop a certain level of responsibility, skills and experience that will make you a good candidate for another job down the road.

So let’s look at the things you have done, or learned. Make a list of things you’ve learned through your hobbies, work, or volunteering.

Example:

- I have developed “marketing and creative skills” while developing window displays to attract customers.
- I have developed “communications skills” while serving customers and working with my co-workers.
- I have developed “promotional skills” while helping customers decide what to order.
- I have developed “planning skills” while organizing my daily tasks and responsibilities.
- I have developed “financial skills” while making change, ordering inventory and balancing the day’s receipts.

Now you can fill in some of the things that you have learned:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_

4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_

## Identify Your Job-related Skills

*Job-related skills* are those that you need for a particular job. An office worker needs computer and keyboarding skills, a mechanic has to understand repairs and how to use tools, and a cashier must be able to make change and use a cash register.

You can build these skills in a number of ways, through:

- courses or training you've taken;
- other jobs and volunteer work; and
- hobbies, family activities, and social experiences.

Using the chart here, write down the job you're interested in and then list some of the *job-related skills* that could apply.

You can repeat the exercise for every job you want to apply for. (Hint: Look back at some of the exercises you've just completed. You will find that you already have a good list of your skills and abilities.)

Job I'm interested in: \_\_\_\_\_

Job-related skills I have gained from my school courses or other training:

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

Job-related skills I've used in other work or volunteer experiences:

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



Job-related skills I've gained from hobbies, family activities or other experiences outside work or school:

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

Hidden skills I have found which apply to this job:

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

Transferable skills I have developed which apply to this job:

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

The first step in your journey to that new job is complete.

If you've done all the exercises, you should now be able to see just who you are, what you have done, and what you are capable of. And better yet, you have a clearer idea on where you may want to go. You've also gained something too. You have a list of your *skills, abilities and experience*—all the things you've learned from all sorts of places—and that list is something you can build a résumé with.

The next step in your job search is to find out what employers are looking for and what skills, knowledge and abilities you'll need to get the job you want. Once you have these elements, you can learn how to put them together into a resume that will work for you.

# What Employers are Looking for



- Eight Keys To Getting Hired
- Skills an Employer Wants You to Have
- Essential Skills You Need to Succeed
- Create Your Personal Skills Inventory

# What Employers are Looking for

## Eight Keys to Getting Hired

Some employers use a list of skills and attributes called the *Eight Keys to Employability* to help them find the best applicants for a job. If you can show potential employers that you have what they are looking for, you'll increase your chances of being short-listed.

Here are examples of what could be written in a resume, or said in an interview, to demonstrate a job seeker's abilities under the *Eight Keys*. Write down the ones that apply to you, and think of a couple of examples of things you have done that show each one. Talk is cheap—it's better if you can back your statements up with examples.

### 1. **Personal values:**

Employers want workers who demonstrate a positive attitude and are motivated, honest and goal-oriented.

- "I have a positive attitude and I am willing to work hard to make the most of opportunities."
- "I react well to challenges."
- "I am willing to reach beyond personal limitations."

### 2. **Problem-solving and decision-making skills:**

- "I can accept additional responsibilities."
- "I can talk with others and resolve issues."
- "I can make decisions and can carry them out."

### 3. **Ability to relate with other people:**

- "I am friendly. I communicate well with people of all ages."
- "I can take initiative if I need to."
- "I work well with people in all levels of my team."

### 4. **Communication skills:**

- "I am a good listener."
- "I express myself clearly."
- "I am not afraid to ask for help when necessary."

### 5. **Task-related skills:**

- "I can complete my work on time."
- "I know how to care for tools and materials."
- "I follow directions and stick with tasks until they are finished."

### 6. **Maturity:**

- "I am reliable, dependable, and responsible."
- "I take pride in my work."
- "I put in the time and effort to do a good job."
- "I work well with little or no supervision."
- "I am willing to take courses or additional training in order to develop new job-related skills."

### 7. **Health and Safety habits:**

- "I know about common health and safety rules."
- "I follow established workplace rules and guidelines."

### 8. **Commitment to the job:**

- "I am enthusiastic about my work and willing to learn."
- "I am always on time, and give consistent work and effort to the team."

## Remember:

Your *resume* or *job application* should show an employer or a personnel manager that you have the right skills for the job. Whenever possible, show them ways you meet each of these *Eight Keys*.



# Skills an Employer Wants You to Have

## The Employability Skills Profile

You're sitting at an interview, and a boss, or personnel manager asks you "What do you think you can offer the company?" In other words, this means: "We have a job that we need to fill. Why should we choose you for this job?" This is your chance to market yourself and show the skills, abilities, and personal attributes that you can offer the organization.

The Conference Board of Canada created the following Employability Skills Profile to show what employers are looking for in an ideal employee. Take a look to see what key ingredients you can make shine through on your resume or at an interview.

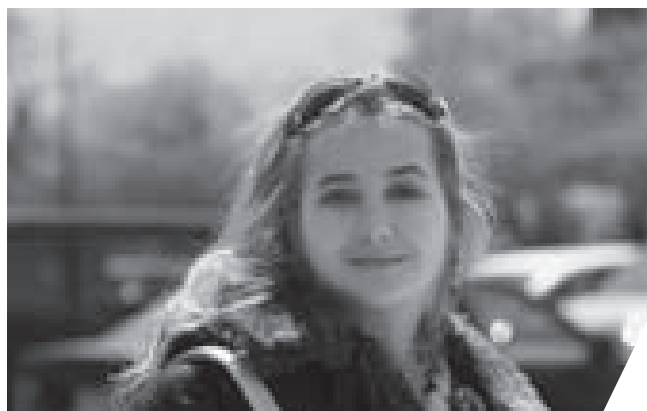
### **Fundamental Skills: Canadian employers need a person who can:**

#### **Communicate**

- Understand and speak the language of the business.
- Know and understand any technical or professional terms.
- Listen to understand and learn.
- Read and understand written materials, including charts and graphs.

#### **Think**

- Think critically and act logically to evaluate situations, solve problems, and make decisions.
- Solve problems involving math, and use the results.
- Use technology, instruments, tools, and information systems effectively.



- Use and apply knowledge from a specialized field (e.g. skilled trades, technology, physical sciences, arts and social sciences).

#### **Learn**

- Continue to learn for life.
- Take courses to learn, and to upgrade skills.

### **Personal Management Skills: Canadian employers need a person who can demonstrate:**

#### **Positive Attitudes and Behaviours**

- Self-esteem and confidence.
- Honesty, integrity, and personal values.
- A positive attitude toward learning, growth, and personal health.
- Initiative, energy, and persistence to get the job done.

#### **Responsibility**

- The ability to set goals and priorities in work and personal life.
- The ability to plan and manage time, money, and other resources to achieve goals.
- Accountability for actions taken.

#### **Adaptability**

- A positive attitude toward change.
- Recognition of and respect for people's diversity and individual differences.
- The ability to identify and suggest new ideas to get the job done creatively.

### **Teamwork Skills: Canadian employers need a person who can:**

#### **Work with Others**

- Understand and contribute to the organization's goals.
- Understand and work within the culture of the group.
- Plan and make decisions with others and support the outcomes.
- Respect the thoughts and opinions of others.
- Exercise "give and take" to achieve group results.
- Seek a team approach as appropriate.
- Lead when appropriate, mobilizing the group for high performance.

Visit [www.conferenceboard.ca/education/learning-tools/pdfs/esp2000.pdf](http://www.conferenceboard.ca/education/learning-tools/pdfs/esp2000.pdf).

# Create Your Personal Skills Inventory

If you compare the qualities employers look for with your skills you listed earlier, what do you get? Do you have what it takes to be hired for the kind of job you want? *Would you hire you?* Think about how your *skills, abilities, experiences, personal values and attitudes* translate into skills you can market to possible employers.

Knowing your key selling points will come in handy whether you're writing your resume or a cover letter. Put together your own personal skills inventory and use it when you are writing a resume or preparing for an interview.

To get you started, here are examples of what you might want to tell an employer:



## Personal Skills Inventory

### How You Think and Communicate

**If you:**

**You might want to tell an employer:**

Are good at talking on the phone...

I communicate well. I am sociable and enjoy working with people.

Are a natural at telling jokes and stories...

I am self-assured and relate well to people. I enjoy speaking in public.

Enjoy numbers and solving math problems...

I have great math skills. I am precise and analytical.

Make or sew whatever you like, and friends and relatives compliment your work...

I have excellent manual dexterity, fine motor skills, and an eye for detail.

Are up on music and know every song on the charts...

I learn quickly and have a good memory.

### How you act

**If you:**

**You might want to tell an employer:**

Keep your promises and do what you say you will do...

I am reliable and take commitment seriously.

Practice everyday at your favourite sport to be on the school team...

I am persistent, determined, motivated and goal-oriented.

Always keep your room neat and never lose anything...

I am orderly. I have strong organizational skills.





# Plan Your Career—*So What's Out There?*



- Get your Social Insurance Number (SIN)
- Know What Kinds of Jobs to Consider
- What Does the Job Involve?
- Be your own Boss!

# Plan your Career— So, What's Out There?

## Get Your Social Insurance Number

You need a Social Insurance Number (SIN) to work at most jobs in Canada. To get one, you must complete an application form, available at a Service Canada Centre or on the Internet at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca).

You must also provide an original primary document that indicates your identity and status in Canada.

The fastest way to get your SIN is to submit your application at a local Service Canada Centre. It is also convenient because you do not have to part with your documents. To find the local office nearest you, call 1 800 O-CANADA (1-800-622-6232) or visit [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) and click on *Find a Service Canada Centre near you*.

As long as you have completed your application and included the necessary documents, you should receive your card in the mail within three weeks.



### Using your SIN

Your Social Insurance Number is private and personal. Your employer will need to know your SIN so that deductions can be paid to the Government on your behalf. Always keep it private, like a PIN number on a bank or credit card, and never borrow someone's SIN to get a job or lend yours.

For more information on using your SIN and keeping it safe, go to the *Employment Insurance On-line* site at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) and click on the link to *Social Insurance Number (SIN)*. You can also contact the Office of the Privacy Commissioner, or visit [www.privcom.gc.ca](http://www.privcom.gc.ca) and click on the *Fact Sheets* link.

## Know What Kinds of Jobs to Consider

There are five main areas where young people with little or no work experience can often find that important first job:

- **Hospitality**—hotel worker, restaurant worker, tour guide, casino worker.
- **Office work**—word processing operator, receptionist, clerk.
- **Labour**—construction worker, warehouse worker, gardener/landscaper.
- **Retail**—grocery clerk, department store clerk, cashier.
- **Recreation**—camp counsellor, special event worker, pool attendant, babysitter.

## What does the Job involve?

There are a lot of ways you can find out what's involved in a job. One way is to talk to someone who does the job (this is called *networking*). This can be as informal as talking to a friend, or as formal as phoning someone you've heard



of in the field you're interested in and making an appointment to speak to them.

Another way is to use *Labour Market Information* (LMI). Labour Market Information can help you find out:

- What a person in a certain job does (occupational profiles).
- The range of pay rates for different occupations.
- The levels and kinds of education needed for different jobs.
- What areas of the economy are expanding.
- Which companies are hiring in the industry that interests you.

Visit the national LMI site at [www.labourmarketinformation.ca](http://www.labourmarketinformation.ca)

The *National Occupational Classification* (NOC) is a system used to describe jobs found in the Canadian labour market. There are over 500 general descriptions. Main duties, education and training requirements, and potential employers are described in each of these descriptions.

The NOC is a great resource for anyone looking for assistance on writing their resume, in understanding the requirements for a job, or planning their career path. Visit the National Occupational Classification Web site at [www23.hrdc-drhc.gc.ca/](http://www23.hrdc-drhc.gc.ca/)

## Other places to get job information:

- Use the occupational profiles and other resources available at your local library, school, Service Canada Centre (SCC), band office, or friendship centre.
- Talk to a librarian. Job information can be found in business directories, annual reports, articles and other information available at the public library.
- Some companies have reports, brochures, or promotional material available to the general public.
- Surf the company's Web site. If you don't have access to the Internet, your local school, library, or band office might be able to help.

## So, What's Out There?

Now you're ready to take the next step in your job search—see what kinds of jobs are out there.

Labour Market Information has the facts, figures and trends about the world of work in Canada. It is produced both by governments and by private sector organizations. LMI can give you information on different occupations, wages, standards and qualifications.

### Quick Tip:

If you have a career goal in mind, look for jobs that will help you develop the skills, knowledge and experience you will need in that career. If you can't find a paying job that relates to your career goal, try volunteering in your spare time. Volunteering can help you get the skills and experience you need to find paid employment that suits you, or get a career edge.

# Labour Market Information and the Internet

The Internet is a good source of up-to-date labour market information in your area, and across the country. There are a number of good places to start including the Job Futures Web site at [www.jobfutures.ca](http://www.jobfutures.ca).

*Job Futures* provides employment facts and information about trends in today's labour market – where people find work, educational requirements, earnings, self-employment, part-time employment, and much more. *Job Futures* lets you look ahead to see how labour market conditions and job prospects will change over the coming years.

**Note:** If you don't have access to the Internet, or find labour market information a bit of a mystery, talk to career counsellors at your local Service Canada Centre (SCC) or Service Canada Centre for Youth (SCCY). If you are still in school, your guidance counsellor or your academic advisor can help.

Here are some other sites that you can look at for information on the labour market:

- Human Resources and Social Development Canada's Labour Market Information site at: [www.labourmarketinformation.ca](http://www.labourmarketinformation.ca)
- Government of Canada's Youth resources at [www.youth.gc.ca](http://www.youth.gc.ca)

- Job Bank at [www.jobbank.gc.ca](http://www.jobbank.gc.ca)
- Jobs, Workers, Training and Careers at [www.jobsetc.ca](http://www.jobsetc.ca)
- Canadian Careers at [www.canadiancareers.com](http://www.canadiancareers.com)
- Aboriginal Canada Portal at [www.aboriginalcanada.gc.ca](http://www.aboriginalcanada.gc.ca)
- Aboriginal Business Canada at [www.abc-eac.ic.gc.ca](http://www.abc-eac.ic.gc.ca)

## Where are the Jobs?

### Networking

One of your most important job search tools is your personal job search *network*. To find out about a job, or get an idea where to look, talk to the people around you – your friends, family members, neighbours, and teachers. Let them know that you are looking for a job.

Networking can be anything from an informal chat with a neighbour or friend, to a more formal meeting with a person in a job you are interested in. These *contacts* can help you get a start in researching the training, skills and education you'll need for the job or career you want!

**Remember!** Networking is **not** asking for a job. It's a fact-finding mission. Talk about your interest in the field, ask how the person got started, what advice they would give, and if they know any companies that are hiring. If your contact wants to interview you, or offers you a job, then of course you may accept!





Here are some questions you might want to ask your contact:

- How did you get this job?
- What kind of schooling and experience did you have?
- Do you have any advice for someone trying to get into this field?
- Do you know of any companies that are hiring people?
- Can you suggest any volunteer organizations where I could develop my skills and gain work experience?
- Can I contact you again?

## Job Postings

You can find job postings in a wide variety of places. These range from the Internet, to local student offices, from bulletin boards at your local high school, college or university, to job fairs arranged by local businesses or even in classified ads in community newspapers. The most important thing is to have a solid sense of what's out there—both in terms of jobs, and in terms of places, and people that can help you.

## On-Line

- **Job Bank** is the Government of Canada's electronic listing of jobs provided by employers from everywhere across Canada. It contains thousands of job opportunities that you can sift through by job title, job availability in certain areas of your province, and even by jobs posted within the last 48 hours. Visit [www.jobbank.gc.ca](http://www.jobbank.gc.ca).
- **Jobs Open to the Public** is located on the Public Service Commission's Web site. It provides listings of



Federal Public Service jobs across Canada in a wide range of categories. You can search the inventory by field, or by region. This site also offers links to information on *Post-Secondary Recruitment*, *Information Technology Recruitment*, *the Federal Student Work Experience Program* and *the Co-op/Internship Program*. Visit [www.jobs.gc.ca](http://www.jobs.gc.ca) and click on *Jobs Open to the Public* on the left sidebar.

- **Workopolis.com** features a listing of jobs organized by sector, including IT, engineering, education, finance, sales and many more. You can also browse through the job postings by region, by date or with the help of

## Quick Tip:

Here are six steps to effective networking, whether it is a quick chat, or a planned meeting:

- Be on time – your contact has set aside some of their time to talk to you and help you out.
- Be tidy and organized, and make a good impression.
- Keep your visits short and to the point. Be prepared with questions.
- Appear enthusiastic about the information your contact is sharing.
- Never ask your contact to do your job search for you.
- Look at the meeting as an opportunity to gather information rather than as a job interview.

an employer directory. You can also access this site at [www.youth.gc.ca](http://www.youth.gc.ca) by searching the A–Z Index.

- **Monster.ca** allows you to search over 25,000 Canadian jobs, by province and region, as well as jobs by sector and by key word search. You can create your own account that will allow you to apply on-line, post your resume and receive notification when relevant jobs appear on the site. You can also access this site at [www.youth.gc.ca](http://www.youth.gc.ca) by searching the A–Z Index.
- **Jobboom.com** offers thousands of jobs every day along with employment news and career management advice. Job opportunities are listed by sector, including multimedia, IT, engineering, accounting, administrative support and customer service. Check out the *Get Advice!* section for information on managing your career.

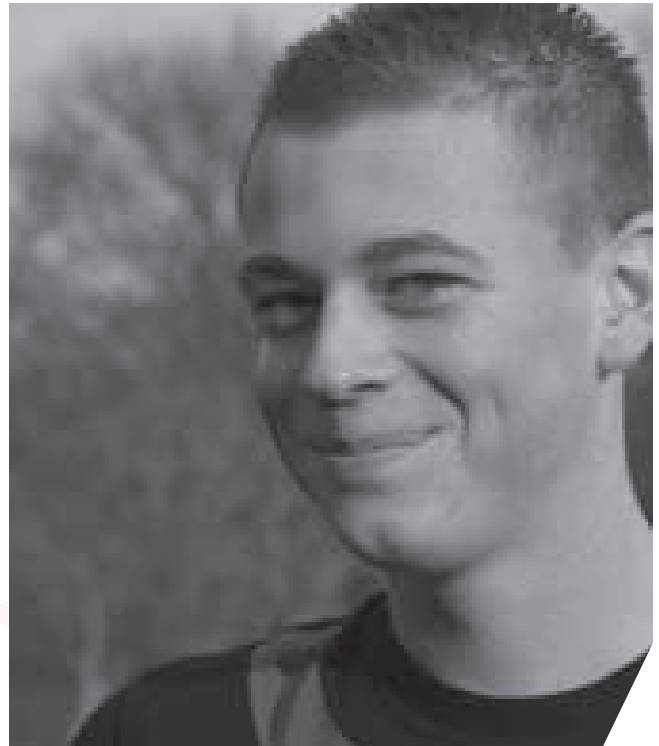
## Off-Line

- **Job fairs.** The employers at these fairs are looking for employees now and in the future. *Network!*
- **Go to a job search workshop.** Not only will you gain useful information, you may develop useful contacts for your personal network. To find out if there are any in your area, ask at your local Service Canada Centre or Service Canada Centre for Youth.
- **Job boards** located on college or university campuses.
- **Check out the bulletin boards** in community centres, grocery stores, and libraries.
- **Sign up with an employment agency.** While some places only hire professionals, others may have an “odd-job squad” or casual labour network.
- **Check out the classified ads in your local newspaper.** Follow up by phone, letter, or e-mail.

## Other Avenues

### Consider Volunteering

There are plenty of organizations who need young, enthusiastic volunteers to help them achieve their objectives. Although most of these jobs are unpaid, they pay off in the experience you will get. The work you do as a volunteer is real work, and can go on your resume. For information on volunteering initiatives across Canada check out the Volunteer Canada Web site at [www.volunteer.ca](http://www.volunteer.ca).



### Educational Networks

*Co-ops, Apprenticeship programs and Field Placements:* If you're a student, consider courses that offer co-op, apprenticeship or field placement opportunities. You can gain work experience, get a feel for the career, and make valuable contacts.

## Take Charge – Be Your Own Boss

So you don't think working for someone else is right for you. In fact, you have an idea for a business and want to be your own boss—independent and in charge. Sounds great, but being an entrepreneur is more than just starting a small business. It's a way of life. As a first step, consider the following points:

You're more likely to be happy and successful in your own business if you are:

- driven to be independent;
- able to set and achieve goals;
- flexible and adaptable;
- willing to work hard;
- confident in your ability to succeed;

- self-disciplined, with leadership abilities and organizational skills; and
- confident you can make decisions and take calculated risks.

If you've agreed with most of the above, really look at the job you want to do, and what it will involve now, and in the future. Consider these important points:

- Has my idea been tried before? How successful was it?
- Do I know enough about this type of venture to build a business? If not, am I willing and able to learn?
- Do I want to put in the kind of hours it will take to:
  - prepare a business plan?
  - find, train and supervise employees?
  - research and establish my supply network?
  - deal with insurance companies and local laws?
  - get a business and GST number, and keep business records?

The Government of Canada offers a number of programs and services designed to help young entrepreneurs under its Youth Employment Programs. For more information, consult *Youth Link*, an online tool designed to help you make the transition into the labour market. *Youth Link* is available at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) under the *Publications* section.

There are a number of federal, provincial, and private sector organizations that can also help you get started on the path to self-employment. For more information on starting your own business, check out these Web sites:

- Service Canada Centres (SCC) or Service Canada Centres for Youth (SCCYs). To find out the location near you, go to [servicecanada.gc.ca](http://servicecanada.gc.ca).
- Industry Canada's Strategis Web site at [www.strategis.ic.gc.ca](http://www.strategis.ic.gc.ca).
- Canada Business at [www.canadabusiness.ca](http://www.canadabusiness.ca).
- Aboriginal Business Canada: link to this through Industry Canada's Strategis Web site at [www.strategis.ic.gc.ca](http://www.strategis.ic.gc.ca). Click on *More Search Options*.
- Business Development Bank of Canada at [www.bdc.ca](http://www.bdc.ca). Click on the *Young Entrepreneur* link on the left sidebar to find information on the *Young Entrepreneur Program*, the *Co-vision Start-up Financing Program*, and *Consulting Group Solutions*.
- Canadian Foundation for Economic Education at [www.cfee.org](http://www.cfee.org). Click on the link to *Programs and Resources*, and select CFEE Resources to order a copy of their interactive CD-ROM called *Planning for Success* on-line.

For more information on other books and resources that can help you become self-employed, talk to your local librarian, or visit your local Service Canada Centre or Service Canada Centre for Youth.





# Prepare Your Marketing Tools to Help Sell Yourself



- Write Your Résumé
- Three Main Types of Résumés
- Writing a Résumé for Government Work
- Writing a Cover Letter
- Filling out Application Forms
- Applying On-Line
- Prepare for a Job Interview – Be Your Best
- Think Ahead – Pre-Planning is Essential
- What to do after the Interview
- Be a Star Employee!

# Prepare Your Marketing Tools—Sell Yourself

## Write Your Résumé

So you *know your interests and skills*, you've decided *where to look for work*, and now you need the tools to get the job. A *résumé* tailored to fit the job you are applying for is one of the most important tools that you need in order to get an interview. Your *résumé* gives an employer a quick, general idea of who you are, what qualifications you have and why you want the job.

As you will see, most *résumés* include information under headings like Personal Information, Job Goal, Special Skills, Education and Work History. Here's what each section should include:

### Personal Information

- **Name**—your full name, typed in title case. (Skip the nickname).
- **Address**—your address, written out in full, without abbreviations. In fact, it's better to avoid abbreviations anywhere in your *résumé*.
- **Telephone**—your home phone number with area code, and a contact number for messages if you don't have an answering machine.

### Job Goal

In one sentence, describe your job goal. This tells the employer exactly what type of work you're looking for. Try to link your job goal to the job you're applying for.

### Related Skills

List the special abilities and skills that relate to the job you're applying for. They can be from paid or unpaid work, volunteer experience and even hobbies. **Hint:** If you're

having trouble identifying all the skills you have, look back at the section on *Identifying your job-related skills*. You likely have more skills than you think—even if you've never worked at a job like the one you're applying for.

### Education

List your education, starting with the most recent diploma or training course and working backwards. Include the name and city or town of each school you attended (secondary and beyond), the type of programs, your areas of interest and the years you completed. Certificates or diplomas should also be listed, including those for mini courses like a computer or software course, first-aid, small engine repair, or any other training that might be useful to the job you want.

### Work Experience

List the companies you worked for, with cities and provinces, and the dates (month, year) you worked for each job or volunteer position.

### Duties

Outline the type of duties you carried out, starting from the one that took most of your time, or involved the most responsibility. Provide no more than 5 duties for each job.

### Additional Experience

Use this section to include such things as the languages you speak, software programs you know, and other abilities that relate to the job. If there is a lot of information, break it into separate sections with specific headings. The point is to get everything into your resume that shows why you are the right person for the job.

### Interests/Activities

Briefly outline a few of your interests and activities that demonstrate something about you. Be sure to mention achievements or awards you may have received. If you

have volunteer experience that is relevant to the job, make sure you put it in, *transferable skills* are important.

## References

References are not included in your résumé, but you should have them ready. Think carefully about who can act as references, and ask them if it's okay before you give their names. Type the names, addresses, and phone numbers of up to three references on a separate piece of paper, which matches your resume.

Keep your reference list as up-to-date as possible, so that you will be fresh in the minds of the people on it. If you can, give your reference an idea of the type of job you are applying for, and whenever possible, let them know when you think an employer will be calling them, so they can be available and will have some time to think about what to say.

Who can you ask to be a reference?

- Someone from your school (teacher, guidance counselor, coach).
- Someone you've worked for (summer, part-time or full-time employer).
- Someone you've worked for on a casual basis (babysitting, shovelling snow, delivering papers).
- Someone you've helped (as a volunteer or as a friend).
- Someone whose opinion is respected (elder, minister, community leader).

A concise, well-organized résumé, and a current set of references form a set of tools to help set you well on your way to your career.

For more information on résumés, visit your local Service Canada Centre or Service Canada Centre for Youth. For locations in your area, go to the Service Canada Web site at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca).

## Three Main Types of Résumé—How and When to Use Them

There are three main ways to organize the information on your résumé: chronological, functional and a combination. Each type serves a certain purpose. How do you know which one is best?

## Chronological Résumé

Chronological résumés are the ones you use if you can show steady progress in your education and employment.

This is the best method to use when:

- The name of your last employer is important;
- You want to find a job in the same area as your previous one; or
- Your job history or education shows growth and development.

Don't use a chronological résumé if:

- You want to emphasize skills you haven't used in other jobs;
- You're looking for a job you've never done before; or
- You've changed jobs a lot.

Jennifer Yellowfly  
Siksika First Nation  
Siksika, Alberta  
TOJ 3W0  
(403) 555-1212

**EMPLOYMENT GOAL:**  
To acquire employment in a day care centre.

**EDUCATIONAL ACHIEVEMENTS:**  
**2006** Early Childhood Education Diploma  
Old Sun Community College, Siksika, Alberta  
**2003** Grade 12 Diploma  
Crowfoot School  
Siksika, Alberta

**EMPLOYMENT HISTORY:**  
**June 2006 to August 2006** **Child Care Worker Assistant**  
Siksika Day Care Centre  
Siksika, Alberta  
Duties:  
•Planned daily activities for children's play group.  
•Assisted Child Care Workers with all activities related to the children

**2003 to present** **Babysitter**  
Various People  
Duties:  
•Responsible for baby sitting children from infants to 13 years of age.  
•Planned and carried out activities for children.

**VOLUNTEER EXPERIENCE:**  
**2001 to 2005** **Child Care Worker Assistant**  
Crowfoot School, Siksika, Alberta  
Duties:  
•Assisted teacher with Kindergarten class.  
•Helped get the children ready for recess, lunch and going home.

**INTERESTS:**  
Children, Art and Music

## Functional Résumé

Functional résumés are best when you have little or no actual work experience in the area in which you're looking for work.

Use a functional résumé when:

- you haven't worked before;
- you want to emphasize talents and skills you haven't used in a particular job;
- you've had a variety of jobs in the past which aren't connected; or
- you've done mostly temporary work in the past.

Don't use a functional résumé when:

- you have a steady pattern of jobs and education; or
- your past employers are important in relation to your job objective.

## Functional Résumé

Jane Romano  
P.O. Box 75  
Truro, Nova Scotia  
B2N 6J9  
(902)-555-1472

**EMPLOYMENT GOAL:**  
To work in the cleaning industry

**RELATED SKILLS AND PERSONAL ATTRIBUTES:**

- Three years' experience cleaning houses
- Familiar with a variety of cleaning products
- Work well under pressure
- Can handle more than one task at a time
- Can set priorities
- Organized, patient and hardworking

**EDUCATION:**

**2006** Grade 12  
Queen Elizabeth Secondary School  
Truro, Nova Scotia

**INTERESTS:**

Sewing, reading and handicrafts

**VOLUNTEER EXPERIENCE:**

St. Patrick's Retirement Home  
Truro, Nova Scotia

**Duties:**

- Carried out light housekeeping duties
- Helped nurses and orderlies with basic patient care

## Combination Résumé

Just as its name suggests, this is really a combination of the other types. It's the best to use when:

- your education is an important part of your skills presentation and your practical skills are limited;
- your background shows a wide range of unrelated skills;
- your work history isn't reflective of you as a stable worker – you've held a lot of different jobs; and
- your work history shows more time in other work areas.

## Combination Résumé

Charlie Favel  
5-1234 Voyageur Drive  
Ottawa, Ontario  
K1C 2G5  
(613) 555-5965

**EMPLOYMENT GOAL:**  
To acquire employment in a retail outlet.

**RELATED SKILLS:**

- Able to sell products to customers successfully
- Capable of handling customer complaints to ensure satisfaction
- Efficient and accurate as cash register operator
- Experienced in purchasing stock and conducting inventory control
- Responsible for organizing time schedules and improving department organization
- Reviewed applications from prospective employees, assisted with interviews and staff selection

**EDUCATIONAL ACHIEVEMENTS:**

**Fashion Merchandising** Algonquin College  
2006 Ottawa, Ontario  
**Grade 12 Diploma** Woodroffe High School  
2004 Ottawa, Ontario

**EMPLOYMENT HISTORY:**

**Assistant Manager (Footwear)** The Bay  
2002-2004 Ottawa, Ontario  
**Duties:**

- Acted as back-up to Manager
- Organized employee time schedules
- Balanced cash at the end of the work shift
- Provided customer service, ordered merchandise

**Retail Clerk/Cashier**

June 2001 to April 2002 The Bay  
Ottawa, Ontario  
**Duties:**

- Operated cash register.
- Provided customer service
- Stocked shelves
- Handled customer complaints

-2-

**EMPLOYMENT HISTORY(continued):**

**Telephone Sales** 123 Phone Ltd.  
March 2000 to June 2001 Ottawa, Ontario  
**Duties:**

- Telephone Sales Clerk-offered house cleaning promotional offers
- Booked appointments
- Handled requisitions and invoices

**VOLUNTEER EXPERIENCE:**

**Fundraising Assistant** Odawa Native Friendship Centre  
June 1998 to August 1998 Ottawa, Ontario

**Youth Volunteer**

September 1996 to  
September 1998

Native Council of Canada  
Ottawa, Ontario

**TRAINING COURSES:**

Staff Supervisor Course The Bay  
Word & WordPerfect Software ABC Business College



# Writing a Résumé for Government Work

A government job might be right for you. The Public Service Commission of Canada (PSC), which is responsible for recruiting people into the federal public service, offers all types of experience. These can range from office clerks to farm workers, and from administrative assistants to zoologists.

## 10 Things Not to Put in Your Résumé:

- How much you want (\$)
- Why you're changing jobs, or why you left a previous one
- Social Insurance Number
- Addresses of former employers
- Your age
- Marital status
- Whether you have children, or are pregnant
- Height, weight
- Health status or disabilities
- "Race and/or Religion" (if it's important for the job, it should be in the cover letter)

## Employers' Pet Peeves about Résumés:

- More than two pages long
- Poor quality paper or coloured paper
- Typing mistakes or hand-written corrections
- Listing odd jobs that aren't related to what you're applying for
- Repeated information, repeated information, repeated information... you get it!
- Inflated or boastful claims
- Fancy pictures or charts
- A wrinkled or dirty resume, or a poor photocopy

The Public Service Commission has offices in every region of Canada which provide listings of jobs open to the public. The PSC also offers employment opportunities under the categories of *Post-Secondary Recruitment*, *Information Technology Recruitment*, *Federal Student Work Experience Program (FSWEP)* and *Co-op/Internship programs*.

Check out the PSC Web site at [www.jobs.gc.ca](http://www.jobs.gc.ca) to find out more about these programs, and for the office nearest you, click on the link to PSC offices in the menu bar at the top of the page, or look in the blue pages of your phone book.

The PSC and other federal departments and agencies review job applications to find candidates who have education, skills and experience important to the job. The candidates whose applications match the job poster are contacted to arrange a written test or interview. Your résumé, when properly written, can provide the hiring department/agency with a snapshot of how your skills and experience can help it meet its objectives.

While you may have the necessary qualifications and experience for a particular position, you have to prove that you meet all of the job requirements by making a clear connection between the proposed job and your previous experience, skills and abilities.

The more you know about the duties and skills required for the job—and organize your résumé around these points—the more effective a marketing tool your résumé will be. Read the job posting carefully, and the detailed description of job requirements in the on-line *Statement of Qualifications*. These requirements are usually listed under such headings as: education, official language proficiency, experience, knowledge, skills/abilities, personal suitability, conditions of work and professional or occupational certification. Remember—if you are interviewed, you will also be asked questions on what you have done.

## Federal Job Open to the Public – Mock Poster

### Job Information

[This information is updated daily at 5 a.m. EST]

**Job Number:** 4685948  
**Job Title:** **KENNEL ATTENDANT**  
**Date posted:** MARCH 6, 2007  
**Full/Part-Time:** 30-40 HOURS, 4-5 DAYS  
**Salary:** \$6.50/HOUR OR MORE  
**Student Job:** Yes  
**Details:** WORK IN KENNEL/APPLY IN PERSON AND/OR APPLY IN WRITING/ EXP PREFERRED BUT NOT NECESSARY/IDEAL FOR STUDENT/DUTIES INCLUDE CARE AND FEEDING OF ANIMALS, RECEPTIONIST DUTIES AND BASIC KENNEL MAINTENANCE.

**HRCC Location:** CALGARY AND AREA, ALBERTA  
**Employer:** ABC VETERINARY HOSPITAL  
**Contact:**  
**Address:** 123-456 AVE SE  
CALGARY  
ALT T2J 6T6  
FAX: (403) 555-1582

This job has been provided by an employer external to Service Canada. Service Canada is not responsible for the accuracy, the currency and the reliability of the content.

## Mock résumé written for a federal public service job

Sally Kettler  
P.O.Box 460  
Edmonton, Alberta  
(867) 555-2607

### EMPLOYMENT GOAL:

To acquire employment in the Public Service of Canada

### RELATED SKILLS:

- can work effectively as part of a team
- ability to communicate effectively
- organized, patient, and hardworking

### EDUCATION:

2006  
Business Administration Diploma  
XYZ Community College  
Edmonton, Alberta  
2004  
Grade 12 Diploma  
John Doe Secondary School  
Edmonton, Alberta

### EMPLOYMENT HISTORY:

**April 2005 to September 2005**  
Clerk/receptionist  
Water Surveys Limited  
Edmonton, Alberta

#### Duties:

- performed clerical duties for team of four surveyors
- greeted clients and scheduled appointments
- handled requisitions and contracts with suppliers
- filed information requests by phone and mail
- helped maintain firm's Web site

**June 2001 to August 2004**  
Landscaping assistant  
LandEscape Incorporated  
Edmonton, Alberta

#### Duties:

- supervised work team
- scheduled clients

-2-

### VOLUNTEER EXPERIENCE:

**September 2000 to April 2001**  
General Fundraiser  
Snow Suit Fund  
Edmonton, Alberta

**June 1999 to June 2000**  
Food Sorter  
Edmonton Food Bank  
Edmonton, Alberta

### REFERENCES:

Available upon request

## Tips for an Awesome Résumé

- Type your résumé on a computer or typewriter. Use good quality, white or off-white, letter-size (8 1/2 x 11 inch) paper.
- Make sure your résumé is easy to scan. This means that it's in a clear, legible font (Arial 12 point), and that you have left space between lines and paragraphs.
- Choose your words carefully. Your résumé represents you to an employer.
- Keep it short. Employers get a lot of replies to ads, and may not read a résumé that is messy or too long.
- Make sure it's accurate. People will check.
- Proofread to catch mistakes, fix them, and print a new, clean copy.
- Make sure your personal information is correct and current.
- Don't sign or date your résumé.
- Always send a cover letter with your résumé.
- Make your pages 'breathe' by using wide margins—1 1/2 inches on either side is good. It's easier to read.

## Federal Job Open to the Public – Mock Statement of Qualifications

### GENERIC STATEMENT OF QUALIFICATIONS

#### KNOWLEDGE:

Planning/scheduling techniques, tools and principles.  
Basic procurement processes.

#### EDUCATION:

Successful completion of secondary school education or a PSC approved alternative, such as an acceptable combination of education, training and/or experience.

#### ABILITIES/SKILLS:

Interpret and define client requirements.  
Manage complex and conflicting demands.  
Communicate effectively both orally and in writing.

#### EXPERIENCE:

Experience in all of the following areas: performing general clerical tasks; obtaining information and answering inquiries from the public; booking appointments and scheduling meetings; and using WordPerfect in a Windows environment.

#### PERSONAL SUITABILITY:

Judgement.  
Initiative.  
Effective interpersonal skills.  
Client service orientation.

## SAMPLE 1

Follow this format to write a cover letter in response to an ad.

June 12, 2007

Ms. Holly Peters  
Manager  
Cool Threads Clothing Store  
25 Main St.  
Cooksville, Ontario  
A1B 2C3

Re: APPLICATION FOR SALESPERSON

Dear Ms. Peters:

I am interested in applying for the position of salesperson at the Cool Threads Store, which was advertised in the June 10 edition of the Cooksville News.

As a high school student, I have developed organizational and communication skills through my involvement in school sports and by coaching junior soccer. I also understand how business operates through my specialization in economics and accounting. I have enclosed my résumé with further details.

I would enjoy being a part of your company and am available for an interview at your convenience. You can contact me at 555-1212 or leave a message at 555-1234. I look forward to hearing from you.

Sincerely,

*(sign your name)*

Jane Morriseau  
78-A Pine Street East  
Cooksville, Ontario  
P7A 5X3  
jane@school.ca

Enclosure  
(your résumé)

## Writing a Cover Letter

What is a cover letter? It's your first real contact with a person who may become your employer. It's your chance to show an employer what qualifications you have for the job. A concise, well-written cover letter with the right information will make a good first impression.

It pays to take time to learn about the company or organization you are applying to. If your cover letter is tailored to the company and job, you'll show the employer that you can be a good fit.

There are any number of ways to write cover letters. Here are three samples that show how to follow up on an ad in a newspaper, a phone call you made to an organization, or for an unadvertised job.

## SAMPLE 2

Follow this format to write a cover letter which follows up on a call to an employer.

June 12, 2007

Ben Harmon  
123 Front St.  
Halifax, Nova Scotia  
B3K 2X4

Mr. William Jones  
Chief Executive Officer  
Hightech Inc.  
460 Mycrough Way N.E.  
Halifax, Nova Scotia  
B3T 4R7

Dear Mr. Jones:

Re: FOLLOW-UP OF EMPLOYMENT WITHIN HIGHTECH INC.

It was a pleasure speaking with you on the telephone last week. Thank you again for taking the time to answer my questions about employment opportunities within your firm.

As you requested, I am forwarding a copy of my résumé. I feel I have many skills which could be used by your organization. I am a resourceful individual who enjoys creative problem solving. I believe my experience at Mine Resources would make me a valuable contributing team member at Hightech Inc.

I am available at your convenience to meet with you to discuss where my skills would benefit Hightech Inc. most. I look forward to hearing from you. You may leave a message at 556-7890 in the mornings or call me between 1:30 and 7:00 pm.

Yours truly,

*(sign your name)*

Enclosure  
(your résumé)

## SAMPLE 3

Follow this format to write a cover letter for an unadvertised job.

Your name  
Your address

March 1, 2007

Ms. Candace Hamm  
Sales Manager  
Irwin Food Processing  
123 Mason Avenue N.E., Suite 34  
Calgary, Alberta  
T2A 2A2

Dear Ms. Hamm:

Re:EMPLOYMENT WITHIN IRWIN FOODS

I am a recent graduate of Alpha Beta High School. While I was doing career research on companies that offer in-house training, I noticed that Irwin Foods offers basic courses in marketing and promotions, a field that I am very interested in.

I would appreciate meeting with you to discuss your firm's potential employment opportunities. My Co-op work experience that involved special product promotions may be of interest to you. I have enclosed my résumé with further details.

I will call your Administrative Assistant on March 8, 2007 to see if a convenient appointment time can be arranged. I can also be reached at 555-1234 if you prefer to contact me before then.

Yours truly,

(sign your name)

Enclosure  
(your résumé)

## Filling Out Application Forms

When you apply for a job, you will be asked to fill in some kind of application form. Make sure you read the whole document first and follow directions carefully. Make sure you provide your Social Insurance Number (SIN) if you are asked for it. Print or write as neatly as you can, using a black or a blue pen or marker. If you make a mess of the application, ask for a new one, and start again.

Answer every question. Write 'N/A' (not applicable) if a question doesn't apply to you. Include all your paid and unpaid work in the "Work Experience" section. Be honest. Remember that you will have to sign your name to the information you provide.

When you are finished, sign and date the application, and attach it to your cover letter and resume. If you are in an SCC or SCCY, hand it in to an employment officer. If you are replying to an ad, or a job poster, mail or hand-deliver it to the employer a couple of days before the job poster closes.

## Cover Letter – Helpful Hints

- Refer to the job that you are interested in. If there is a competition number, write it down.
- Address your letter to the appropriate contact person, either the employer or a human resources officer. Use their name and title, and double-check the spelling.
- If the ad doesn't supply a contact, phone and get the right name. And never assume a person is male or female based on a first name – check it out.
- Refer to how you heard about the job, i.e. job posting, newspaper article, or from someone in your network of contacts.
- Refer to what the company does, and how your skills, abilities and experience can be a valuable addition to their team.
- Make sure the employer knows what action to take – will you call the employer or should the employer call you, and when?
- Provide your name, phone number and address.
- Keep your letter to one page. Type or print it out on good quality, 8 1/2 x 11 inch paper.
- Proofread your letter, and ask someone else to read it as well. Correct the errors, and print a clean copy.
- E-mail, mail or hand-deliver your cover letter and resume. Keep a copy for your files, and note the date that it was sent out.
- Allow plenty of time for delivery. Don't wait until the last day before a deadline.

## Follow Your Application Trail

Okay, so you've made the move and applied for the job. What's next? You can't just sit and wait for the phone to ring—you have to keep your journey moving. Here's what you can do:

- If you have a phone number and contact name, call to confirm that your application was received. Remember to be polite and professional.
- Apply for other jobs—you never know what you might be offered!

## Applying On-line

Chances are you'll eventually apply for a job using a computer. Many governments and companies, both large and small, accept applications on-line. Some will have an on-line format similar to a written application form, or series of questions to be answered. Be prepared before you start—have your SIN, resume, cover letter and other self-marketing tools handy for reference.

If you apply on-line, you will probably be asked to submit your résumé electronically. In some cases you can send it as a regular attachment (e.g., saved in Word, WordPerfect or other software). However, some employers will want you to submit it by pasting it into an application form (in ASCII text). It is a good idea to have your cover letter first, then your résumé—the same way you would if you were actually mailing out the package. If you want to find out more about sending electronic résumés, check out the Canadian Careers Web page on electronic résumés at [www.canadiancareers.com/eresume.html](http://www.canadiancareers.com/eresume.html).

For more on how to apply on-line, visit the Government of Canada's *Jobs, Workers, Training and Careers* Web site at [www.jobsetc.ca](http://www.jobsetc.ca).

### Quick Tip:

Make sure your résumé is well-organized and easy to read. When applying on-line, avoid using special features such as bold, italics and graphics, which can make words invisible to the scanner. It's okay to use line spacing, tabs, and indents to set apart different areas of your résumé.



## Sample Information Package to Respond to a Service Canada Database Job Posting

If you have visited your local SCC or SCCY you will probably have seen job posters from local employers. We have put together a sample poster, a cover letter and a resume to give you an idea of how to apply to a job request posted through Service Canada.

### Mock poster from the Service Canada database

<b>Job Information</b>	
[This information is updated daily at 5 a.m. EST]	
<b>Job Number:</b>	4685948
<b>Job Title:</b>	<b>KENNEL ATTENDANT</b>
<b>Date posted:</b>	MARCH 6, 2007
<b>Full/Part-Time:</b>	30-40 HOURS, 4-5 DAYS
<b>Salary:</b>	\$6.50/HOUR OR MORE
<b>Student Job:</b>	Yes
<b>Details:</b>	WORK IN KENNEL/APPLY IN PERSON AND/OR APPLY IN WRITING/ EXP PREFERRED BUT NOT NECESSARY/IDEAL FOR STUDENT/DUTIES INCLUDE CARE AND FEEDING OF ANIMALS, RECEPTIONIST DUTIES AND BASIC KENNEL MAINTENANCE.
<b>HRCC Location:</b>	CALGARY AND AREA, ALBERTA
<b>Employer:</b>	ABC VETERINARY HOSPITAL
<b>Contact:</b>	
<b>Address:</b>	123-456 AVE SE CALGARY ALT T2J 6T6 FAX: (403) 555-1582

This job has been provided by an employer external to Service Canada. Service Canada is not responsible for the accuracy, the currency and the reliability of the content.

## Sample cover letter for a job posted on the Service Canada Database

March 18, 2007

Mr. Frank Naples  
ABC Veterinary Hospital  
123-456 Avenue S.E.  
Calgary, Alberta T2J 6T6

Dear Mr. Naples:

Re: Service Canada Job Number 4685948 - KENNEL ATTENDANT

I would like to apply for the Kennel Attendant position that appears on the Government of Canada Web site (Job Number 4685948). The position came to my attention when I was doing research to find a summer job.

As you will note from the enclosed résumé, I have some previous experience with animals. I also have many skills that would aid me as a Kennel Attendant. I enjoy working with people. I am accustomed to being around animals and being aware of their needs. I am also capable of carrying out kennel maintenance duties efficiently and quickly.

As a result of my experience with animals, I feel very qualified to fill your Kennel Attendant position and would like to arrange an interview at your earliest convenience.

Yours truly,

(sign here)

J.P. Roy  
987 Cook Street  
Pinesville, Alberta  
J7P 8X6  
(867) 234-5678

## Sample résumé for a job posted on the Service Canada database

J.P. Roy  
987 Cook Street  
Pinesville, Alberta  
J7P 8X6  
(867) 234-5678

### EMPLOYMENT GOAL:

To work with animals.

### RELATED SKILLS:

- responsible and dependable
- careful and calm
- comfortable with animals
- can handle more than one task at a time
- willing to work hard

### EDUCATION:

2000      **Grade 11**  
Emily Carr SEcondary School  
Pinesville, Alberta

### VOLUNTEER EXPERIENCE:

**June 2006 to December 2006**

Dog Walker  
Calgary Humane Society  
Calgary, Alberta

### Duties:

- Care and feeding of dogs
- Exercising dogs
- Grooming and basic maintenance

### REFERENCES:

Available upon request.

## Prepare for a Job Interview —Be Your Best

Your time has finally come! You've been called for an interview. Now what? Don't sweat it! Prepare yourself to win. You know you're ready for the job...now you have to convince the employer!

Getting ready is a big part of your interview. You will likely, and you should, spend more time preparing yourself than you will in the interview. Preparing includes getting to know more about the company and the job, and being able to explain how and why you're the best person to hire. To help you study, be sure you have a Statement of Qualifications, or a basic job description. If you do not have one from when you first applied for the job, be sure to ask the person who is arranging your interview for a copy.



## Preparing for the Interview... Know the Job, and the Organization

When you wrote your résumé, you did some research about the company and the job. Review it now. Answer these questions in your research:

- What does the employer or company do?
- What's involved in the position you're applying for?
- What qualifications do you need for the position?
- What skills might the employer be looking for?
- Who are the customers or clients?
- What kind of reputation does the employer have?

You'll be more comfortable in the interview if you know a bit about the company and the position you're applying for.

## Think Ahead—Pre-Planning is Essential

When you are called, confirm the interview time! Ask if there will be any test or written assignment you will be asked to do. Find out how many people will be there.

Plan and rehearse your answers to the questions you expect to be asked. Memorize the training, skills and experience you have, and be ready to answer questions on what you did, and how you did it.

Choose your clothes a day or two ahead, and make sure they're neat and clean.

Be on time. Find out ahead of time where you're going and how long it will take to get there. Drive or travel the route a day or two ahead, at the same time of day as you will on the day of the interview. Confirm how often the buses run. Have a back-up plan.

Set aside at least an hour for the interview.

# Survive the Interview —and *Win!*

## What to Wear to an Interview

What you wear can be as important as what you say. Make sure your clothes are neat and clean (and ironed, if they are meant to be!). Don't turn up rumpled and untidy. Try to find out how people dress at the place you want to work, and dress the same or slightly better. Skip the perfume, cologne, or aftershave. You want to smell clean and nice, but not overpower the interviewer—or worse, upset someone with allergies.

## What to Take to the Interview

Carry a folder or envelope containing:

- A copy of your resume for each interviewer (*This is why you asked ahead how many people would be present*);
- Copies of your reference list;
- Paper and a pen, so you can jot down the interviewer's name, the time of any future interview, or other information you might need later; and
- Copies of letters of recommendation, if you have any.

## You're On Your Way

You're at your job interview. Stay relaxed and make a good impression. Here are some suggestions to help you make sure this step of your journey gets off on the right foot.

- Greet the interviewer or panel members. Introduce yourself, and shake hands firmly, without crushing anyone's fingers. Smile. A sincere smile will help to put you, and the interviewer, at ease. Stand until you're invited to sit down.
- Let the employer or panel members take the lead and set the tone. Make eye contact, and answer the questions in a firm, clear, confident voice. Relax and sit naturally, but don't slouch in your chair or lean on the interviewer's desk. Be prepared to tell the interviewer more about your education, training and skills, work experience, and the personality traits that make you right for the job.
- It's okay to ask for more explanation if you don't understand a question. In fact, it's better to clarify if you are unsure than answer inappropriately. Keep a positive attitude.

## Quick Tips for the Interview

- Be on time (five or 10 minutes early is about right!).
- Dress appropriately.
- Don't chew gum.
- Be neat, clean and well groomed.
- Never take a friend to an interview.
- Don't discuss personal or financial problems.
- After the interview, don't linger. Smile, shake hands, thank the interviewer(s) for their time, and make a graceful exit.

**Remember: You never get a second chance to make a first impression.**

- At some point in the interview, you will be asked if you have any questions. This is where your research and preparation pays off. Have a couple of questions prepared that show you are interested and informed about the company, or ask for more detailed information about the position you're applying for.

## What to do After the Interview

It's over! You've had your interview and now you're waiting to hear how it went. So what can you do in the meantime? First, write a thank-you letter to the interviewers thanking them for their time, restating your interest in the job, and subtly reminding them of your qualifications. *This gives you yet another opportunity to sell yourself and make a good impression.* If possible, mail it the same day as your interview.

Then sit back and go over the interview in your mind. Consider what you feel worked and what didn't. What would you say or do differently the next time? *This will help you learn from each interview experience.*

If the employer is supposed to call you on a certain day, be home to take the call. If you aren't called at the specified time, you make a follow-up call. If you have agreed to call the employer back, be sure to do it on the agreed-upon day.





If you did not make any arrangements, and you haven't heard from the employer in about two weeks, call to find out the status of the hiring process. If you find out you didn't get the job, you are allowed to politely ask why. "Can you tell me what would have made me a better candidate for the position?" Ask if the employer knows of any other job openings in your line of work. Always thank the employer/ personnel manager for considering you. Be professional and polite. Even if you don't get this job, you never know when the employer may be hiring again.

## So you didn't get a call back!

It's not the end of the road—it's just another turn in your path. Don't give up... get going! Remember you're still on the hunt. An unsuccessful interview is a chance to learn, and will bring you that much closer to a successful one.

Here's what you can do:

- Don't give up—keep looking. Finding a job takes time.
- Remember that applying for jobs and being interviewed are skills that improve with practice. Use your experience to improve those skills.
- Don't take it personally. Not getting a job is not necessarily a reflection on you. Many factors weigh into an employer's decision. It's like a marathon – you might have been up against a world-class runner!
- Politely ask the employer if you can discuss your interview, and how you might do better the next time.
- Review your cover letter and resume. Polish your interview skills by practicing with a friend or by getting out there and applying.
- Keep a positive outlook. Continue to network.

- Explore other options. Don't rule out volunteering or job shadowing as a good way to make connections and get some experience in the workplace.

## So you got an offer!

Congratulations! You've got a job offer! Be enthusiastic and thank the caller for the opportunity. Let them know you are looking forward to being part of their team.

The next step is to discuss the terms and conditions of the job. This may be a factor in whether or not you will accept. Confirm things like:

- When you start
- How much your salary will be
- What you'll be doing
- What hours you'll be working (including shifts and overtime)
- What are the benefits and vacation (if the job's full-time)
- What health and safety considerations you should know about
- What special equipment or clothing you might need
- When, where, and to whom to report on your first day
- If orientation or training will be provided

If you have any concerns, share them with someone whose opinion you respect before committing yourself.

## You've got the job —now what?

It's your first day on the job and, your journey has just begun! This is just the first in a series of jobs that will make up your career. Remember, you're just starting out. Be prepared to do your best, and you will learn and grow in the job.

Don't let 'first day jitters' get you. Start out on the right foot:

- Be on time (that means 5 to 10 minutes early!).
- Find out who your supervisor is.
- Be polite and courteous.
- Be attentive. Watch for clues how to act and speak appropriately.
- Find out exactly when and where you will take your breaks.
- Take only the allotted time for breaks, or a minute or two less — don't come back a few minutes late.
- Find out where to keep your lunch and other personal items.

### Quick Tip:

Strive to be the best you can be everyday, and in everything you do


## Be a Star Employee!

It's up to you to prove to your employer that hiring you was the right move.

- Be positive.
- Treat everyone with respect. Mutual respect is key to a healthy working environment.
- Support your co-workers. Encourage others. Be a team player.
- Never gossip, even if others do.
- Be a diplomat. Be calm when discussing problems, and use tact.
- Show initiative. Don't always wait to be told. If you see something that needs to be done, offer!
- Be reliable. If you say you'll do something, do it.
- Dress for success. Take the lead from your supervisor and co-workers.
- Manage your emotions. Out-of-control anger or over-the-top dramatics are not professional, and could cost you your job.
- Speak well of the organization you work for even when you're away from it. Your positive attitude will show in everything you do.



# Other Stuff You Should Know

- 
- Health and Safety
  - Employment Insurance
  - Canada Pension Plan
  - Applying for the GST/HST Credit
  - Information for Working Students
  - Canada Student Loans Program
  - Services offered by your local Service Canada Centre or Service Canada Centre for Youth

# Other Stuff You Should Know

## Health and Safety

Work smart, work safe! Make sure you, and those around you, can do your jobs and not get hurt. No one else can look out for your safety as well as you can. If you are asked to do something at work that isn't safe, remember, you have the right to refuse.

By law, employers must:

- provide a safe and healthful workplace;
- train employees to be aware of potential dangers and make sure that, when required, employees are certified with safety training;
- correct someone who is completing a task in a way that is not safe, and correct unsafe conditions;
- ensure that personal protective equipment is available; and
- report and investigate all accidents and incidents.

As an employee, you must:

- know and obey all health and safety regulations;
- protect yourself, your co-workers, and members of the public who may be affected by your actions;
- report unsafe acts and unsafe conditions to your employer;
- use personal protective gear as required by the employer; and
- report any accident or illness right away to your employer.<sup>1</sup>

Never take for granted that your employer knows and meets all the health and safety standards. Ask questions, pay attention to health and safety within your workplace, and don't be afraid to speak-up and make suggestions for changes. Although it may be daunting to question an employer about a safety issue, no job is worth risking your life. A good employer will want to know if you suspect a

dangerous situation. Any employer who would question your rights to a safe work environment is not worth working for, no matter what the rate of pay.

## Employment Insurance

A portion of your earnings is deducted from your paycheque for Employment Insurance (EI). (Under the Employment Insurance Act, your employer has to make these deductions.)

Employment Insurance provides temporary income to people who have lost their jobs through no fault of their own, and helps unemployed people get back to work. To receive EI benefits, you must: be unemployed; have worked at least 420 to 700 insurable hours (or more in some circumstances) in the last 52 weeks; and have paid into the Employment Insurance program.

For more information, call or visit your local Service Canada Centre, or visit [servicecanada.gc.ca](http://servicecanada.gc.ca) and click on *Employment Insurance (EI)*

## Canada Pension Plan

Working Canadians over the age of 18 pay into the Canada Pension Plan (CPP), or the Quebec Pension Plan (QPP) if they work in Quebec. You and your employer each pay half of the contributions. Again, your portion is deducted from your paycheque. If you're self-employed, you pay both portions.

CPP has been set up to provide eligible contributors with three different kinds of benefits:

- Disability benefits: income if you become disabled.
- Retirement pension: income you receive from the Government of Canada as early as age 60.
- Survivor benefits: income for your spouse or your common-law partner, and dependent children if you die.
- If you're a full-time student between the ages of 18 and 25, and one of your parents dies or starts receiving a CPP disability benefit, you may be eligible for benefits too.

<sup>1</sup> Adapted from the Canada Centre for Occupational Health and Safety

If you think you may be entitled, call toll-free at 1-800-277-9914 and find out. If you use a TDD/TTY device, call 1-800-255-4786. You can also visit the CPP Web page at [servicecanada.gc.ca](http://servicecanada.gc.ca). If you work in Quebec, contact the Régie des rentes Québec at 1-800-463-5185, or visit the Web site at [www.rrq.gouv.qc.ca](http://www.rrq.gouv.qc.ca) and click on *English* in the top right menu bar.

## Applying for the GST/HST Credit

You may be eligible for the GST/HST credit if you are 19 years of age or older, or if you are a parent or are married or living common law.

To apply for the credit, file an income tax and benefit return, even if you have no income to report. Check the “Yes” box in the GST/HST credit application area on page one of your return.

The Canada Revenue Agency (CRA) makes the GST/HST credit payments four times a year in July, October, January and April.

If you have questions, contact the CRA toll-free information line at 1-800-959-1953.



## Information for Working Students

### Students and Taxes

Taxes, deductions, credits, payments... get the straight goods on taxation in guides published by the Canada Revenue Agency (CRA) and in the brochure entitled *Students and Income Tax*. This brochure deals with several topics, including:

- filing income tax returns;
- claiming or transferring education-related costs and tuition fees;
- applying for the goods and services tax/harmonized sales tax (GST/HST) credit;
- paying interest on student loans; and
- claiming moving expenses.

You can get a copy of this publication by calling the CRA at 1-800-959-2221 or visiting your local tax service office. You can also use their on-line form service at [www.cra-arc.gc.ca/menu-e.html](http://www.cra-arc.gc.ca/menu-e.html) to have a printed copy mailed to you.

## Want to go back to school?

The Canada Student Loans Program can help you plan and finance your post-secondary education. Whether you're studying full-time or part-time, you may be eligible for a loan or a Canada Study Grant. Here's how it can help:

- Check out CanLearn at [www.canlearn.ca](http://www.canlearn.ca) for information that can help you make informed decisions about planning and financing your post-secondary education.
- Full- and Part-time Canada Student Loans are available to eligible students seeking a post-secondary education, as well as non-repayable Canada Study Grants for women in certain doctoral studies, persons with permanent disabilities, students with dependents, and high-need part-time students.
- While in full-time studies, you are not required to pay interest on Canada Student Loans.
- You are not required to make any payments on your loan until six months after you have completed your studies.

- A tax credit is available for the interest paid on your student loan each year.
- If you're having trouble repaying your loan, the Government of Canada has a number of options which you may be eligible for such as, revising the repayment terms of your loan, Interest Relief, and Debt Reduction in Repayment.

If you want more information visit the SCC or SCCY nearest you, go to the Web site, or call the Canada Student Loans Program toll-free at 1 800 O-CANADA.

## Services Offered by Your Local Service Canada Centres for Youth (SCCYs)

SCCYs are not just for people in school. They are a source of employment opportunities for all youth, and are great because they often feature entry-level positions and short-term opportunities that can sometimes turn into permanent ones. Most SCCYs have a casual work registry, so you can earn some money while you're still looking. Here are some of the services they offer:

- **Employment Assistance:** To help job seekers identify job possibilities, set goals and learn job-search skills.
- **Workshops on a variety of topics:** Provide basic information on how to conduct a job search, create resumes and prepare for job interviews.
- **Job Information Centres:** Notice boards or automated Job Banks listing local job openings.
- **Computers with Internet access:** To help you search and apply for jobs on-line.
- **Summer Employment Opportunities:** Your local SCCY offers a wide variety of services that can help you find a summer job and information on various federal and provincial job programs. Most SCCYs are open from May to August.
- **Useful Publications:** Publications such as the on-line *YouthLink* tool and *Looking for a Job* contain lots of useful information on the wide variety of programs, services and organizations that are out there to help you in your job search. These publications provide you with brief descriptions and vital contact information such as telephone numbers, mailing addresses, Web site and e-mail addresses.

To find the Service Canada Centre (SCC) or Service Canada Centre for Youth (SCCY) in your area, call the Government of Canada's toll-free info line at 1 800 O-CANADA, check the blue pages in your telephone directory, or visit [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) and click on *Find a Service Canada Centre Near You*.

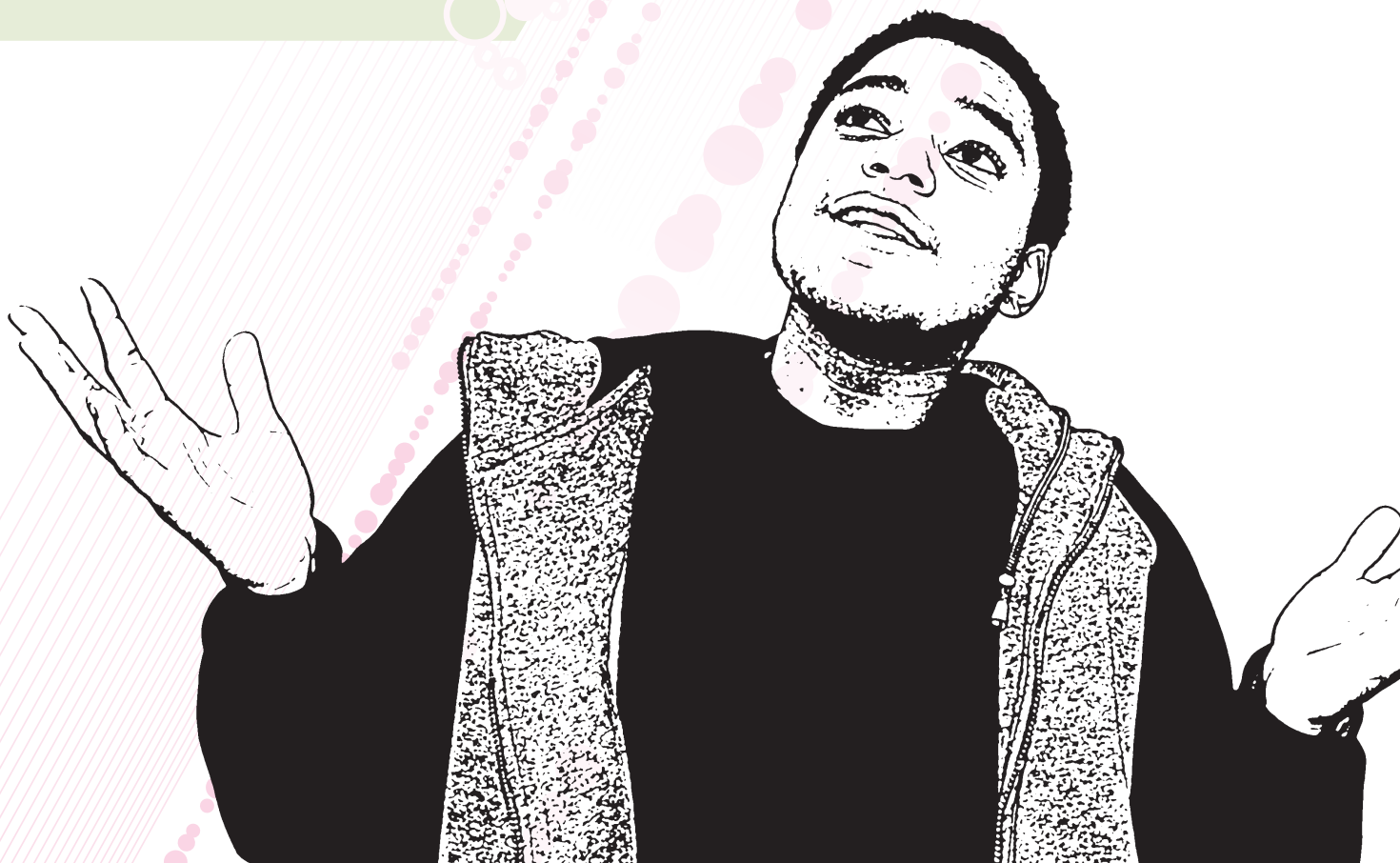
Need a high school diploma?  
Check with your local Board of  
Education for alternative and/or  
adult programs in your area.



# Appendix 1:

## Tools, Programs and Resources

- Government of Canada Web Sites and Links
- Subject Index



# Government of Canada Web Sites and Links

## Tools

Check out *Youth Link* at [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) (**publications**), a major on-line information tool of the Government of Canada's Youth Employment Programs, offers close to 200 programs and services that can help Canadian youth make the transition from school to work. It contains useful information and tools on:

- Financial assistance;
- Entrepreneurship;
- Work experience in Canada and abroad;
- Job-search tools;
- Career information tools; and
- The Canadian outlook on jobs.

Youth.gc.ca also provides contact information, Web sites, and an index of programs and organizations.

Service Canada and its partners have developed a number of resources for young people that are interested in specific careers, developing their skills and making informed career and education decisions. Go to [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca) and click on the *Youth and Students* section.

## Programs

**Summer Work Experience (SWE)** includes key Government of Canada initiatives designed to provide summer employment opportunities for secondary and post-secondary students. For more information, go to the youth section of [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca).

**The Federal Student Work Experience Program** at [www.jobs.gc.ca](http://www.jobs.gc.ca) (Click on the link to *FSWEP*) is a federal government program that hires students for summer and part-time jobs. One application lets you apply for over 8,000 jobs!

## Resources

**Service Canada Centres for Youth (SCCYs)** help students find summer jobs and offer workshops on résumé writing, looking for a job, and preparing for an interview. For more information on the kind of information that you will find at a Service Canada Centre for Youth, go to [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca).

**CanLearn** at [www.canlearn.ca](http://www.canlearn.ca) is a one-stop resource for the information and interactive planning tools you need to explore learning and educational opportunities, research occupations, develop learning strategies, and create the financial plans to achieve your goals. It also offers links to the *National Student Loans Service Centre* and the *Canada Student Loans Program*.

**Job Bank** at [www.jobbank.gc.ca](http://www.jobbank.gc.ca) lists private sector jobs across Canada by geographical region, and by date posted.

**Jobs Open to the Public** at [www.jobs.gc.ca](http://www.jobs.gc.ca) provides listings of federal public service jobs across Canada in a wide range of categories, and you can search the inventory by field, or by region. This site also offers links to information on *Post-Secondary Recruitment*, *Information Technology Recruitment*, the *Federal Student Work Experience Program* and the *Co-op/Internship Program*.

**The Jobs, Workers, Training and Careers** web site at [www.jobsetc.ca](http://www.jobsetc.ca) is a “one-stop” access point to reliable and up-to-date information on job search, learning, career development and workplace issues.

When making a decision about your career or your education, consult the **Job Futures** web site at [www.jobfutures.ca](http://www.jobfutures.ca). It contains information on economic and labour market issues, job outlooks by occupation and field of study, and examines some of the costs and benefits of various occupational or educational choices. This site also offers the *Job Futures Companion*, which addresses some everyday issues that people face in employment and career planning.





For more information on how to apply for government jobs, visit your nearest Public Service Commission of Canada office to obtain a copy of their publication called: *So, you're thinking of working for the federal government!: A guide on how to apply for a job in the federal Public Service.*

**Youth.gc.ca** contains information on Government of Canada programs and services available to youth and also provides relevant information on career planning and employment resources for youth, employers and service providers.

## Are You an Aboriginal Youth?

The **Aboriginal Canada Portal** at **[www.aboriginalcanada.gc.ca](http://www.aboriginalcanada.gc.ca)** is a unique Internet gateway to Canadian Aboriginal on-line resources, contacts, information, and government programs and services. The portal offers ease of access and navigation to a vast array of information for and about Aboriginal people on such topics as employment, businesses, education, training, and economic development. The site offers “one-stop shopping”, featuring links to National Aboriginal organizations, federal, provincial, and territorial governments, and Aboriginal community information.

Go to the **First Nations and Inuit Youth Employment Strategy** web site at **[www.ainc-inac.gc.ca/jeunesse-youth](http://www.ainc-inac.gc.ca/jeunesse-youth)** for information on First Nations and Inuit Youth programs.

The **Department of Indian and Northern Affairs Canada** at **[www.ainc-inac.gc.ca](http://www.ainc-inac.gc.ca)** offers information and publications geared towards Aboriginal peoples of all ages. Click on *Publications and Research* on the menu bar at the top of the page and go to the *Publications* link.

## Are You a Youth Living with a Disability?

The CNIB offers a variety of services for blind, visually impaired and deaf/blind people of all ages, including job counselling and placement services. To find out what the CNIB can do for you, call them or visit their web site at [www.cnib.ca](http://www.cnib.ca).

The Canadian Council on Rehabilitation and Work (CCRW) promotes and supports meaningful and equitable employment of people with disabilities. They provide labour market and career information, access to national, provincial, and territorial resources, on-line assistance and some training to prepare persons with disabilities for positions with an employer. See what they have to offer you at [www.workink.com](http://www.workink.com).

Career Edge and Canadian businesses are working together to increase employment opportunities for youth with disabilities in six major cities across Canada. This initiative, called **Ability Edge**, focuses on helping university, college and high school graduates enter the workforce in order to gain valuable career-building experience. To get information, call toll-free: 1 888 507-EDGE (3343) or visit their Web site at [www.abilityedge.org](http://www.abilityedge.org).

## Other Tools and More Information

The **Canadian Centre for Occupational Health and Safety** site at [www.ccohs.ca](http://www.ccohs.ca) provides information and advice about occupational health and safety to promote a safe and healthy workplace.

**Canada Career Consortium** at [www.careerccc.org](http://www.careerccc.org) produces *Canada Prospects*, a yearly publication which provides information and insight into the job market and the job search. This Web site also offers links to career products such as *Destination 2020—Youth edition*, *Career Directions*, *The Work Handbook—A Resource Guide to Jump-Start Your Career*, as well as career web sites and a calendar of upcoming career-related events.

**Canadian Careers** at [www.canadiancareers.com](http://www.canadiancareers.com) will help you find the hidden job market (jobs that have not been posted), market yourself, and explore careers.

**Schoolfinder** at [www.schoolfinder.com](http://www.schoolfinder.com) lets you check out more than 700 Canadian colleges, universities and career colleges. It provides information on admissions requirements, costs, scholarship information, and contact details for each organization.



# Subject Index

## GENERAL INDEX

PAGE

<b>A</b>	
Aboriginal Business Canada	20
Aboriginal Canada Portal	20,45
Aboriginal Youth	45
First Nations and Inuit Youth Employment Strategy	45
<b>B</b>	
Business Development Bank of Canada	23
<b>C</b>	
Canada Career Consortium	46
Canadian Centre for Occupational Health and Safety	46
Canada Revenue Agency	41
Canada Pension Plan	40
Canada Student Loans Program ( <i>See Students</i> )	
Canadian Careers	20, 33, 46
Canadian Council on Rehabilitation and Work	46
Canadian Foundation for Economic Education	23
Canadian National Institute for the Blind	46
CanLearn	41, 44
Career Planning	20, 46
Career Awareness	20
Career Edge/Ability Edge	46
( <i>See also CanLearn, SCC, SCCY, Job Postings, Job Futures, National Occupational Classification, Networking, Occupational Profiles, Resumes</i> )	
Conference Board of Canada	13
Cover Letters	31, 32
Samples	31, 32
Follow up to a call to an employer	31
Follow up to an ad	31
Follow up to an unadvertised job	31
<b>D</b>	
Disability, Youths living with	46
<b>E</b>	
Educational Networks	22
Eight Keys to Employability	12
Employability Skills Profile – Conference Board of Canada	13
Employee Deductions ( <i>See Canada Pension Plan, Employment Insurance, GST/HST</i> )	
Employment Insurance	18, 40
Entrepreneur ( <i>See Self-Employment</i> )	

## F

Federal Student Work Experience Program (FSWEP)	44
Feedback Form	53
Financial Assistance ( <i>See Canada Student Loans, Employment Insurance</i> )	
First Nations and Inuit Youth Employment Strategy ( <i>See Aboriginal Youth</i> )	

## G

Government of Canada – Employment Opportunities ( <i>See Job Bank, Public Service Commission – Jobs Open to the Public</i> )	
GST/HST Tax Credit	41

## H

Health and Safety	12, 40
-------------------	--------

## I

Indian and Northern Affairs	45
Industry Canada ( <i>Strategis Web site</i> )	23
Interview	35-37
How to prepare for an interview	35
Know the job and the organization	35
Pre-planning is essential	35
Quick tips for the interview	36
So you didn't get a call back	37
So you got an offer!	37
What to do afterwards	36
What to wear, what to take	36

## J

Jobs, Applying for	32, 33
Follow up your application	33
How to fill out a form	32
Applying On-line	33
Job Etiquette	37, 38
First day on the job	37
How to create and sustain a good reputation	38
Job Postings	30, 31, 33, 34
Jobs Open to the Public (Federal)	21, 30
Mock Poster	30
Mock Resume	30
Mock Statement of Qualifications	31
Service Canada Job Postings	33, 34
Mock Poster	33
Sample Cover Letter for a job posting	34
Sample Resume for a job posting	34
Job Postings On-line	21, 44
Job Bank	21, 44
Job Futures	44
Job Postings Offline	21

<b>L</b>	
Labour Market Information (LMI)	19, 20
LMI and Service Canada	19
LMI and the Internet	20
Know what kind of jobs to consider	18
National Occupation Classification (NOC)	19
Other places to get job information	19

<b>M</b>	
Monster.ca ( <i>See Job Postings On-line</i> )	

<b>N</b>	
National Occupational Classification ( <i>See LMI</i> )	
Network, Networking	20, 21

<b>O</b>	
Occupational Profiles	19

<b>P</b>	
Personal Suitability	12, 13
Public Service Commission (PSC)	29
Publications	23, 42, 44-46
Canada Prospects	46
Job Futures Companion	44
Youth Link	42

<b>Q</b>	
Quizzes	2-10
How personable are you?	3
Identify your job-related skills	9
Identify your skills	7
Key skills	7, 8
Know your interests and skills	2
What's important to you?	5, 6
Your interests = Your career	4
Your transferable skills	8

<b>R</b>	
References	27
Resumes	26-30
Writing a Resume	26
Writing a Resume for Government Work	29
Three Main Types	27, 28
Chronological	27
Combination	28
Functional	28

## S

Self-Employment	22, 23
Payroll Deductions ( <i>See Canada Pension Plan, Employment Insurance, GST</i> )	
Service Canada Centres (SCC)	23
Service Canada Centres for Youth (SCCY) ( <i>See Students</i> )	23
SCC or SCCY offices – Services offered by...	42
Social Insurance Number (SIN)	18
Get your Social Insurance Number	18
Using Your SIN	18
Employment Insurance On-line	18
Fact Sheets — Office of the Privacy Commissioner	18
Skills	6-15
Academic	13
Communication	13
Learning	13
Thinking	13
Find Your Hidden Skills ( <i>See Worksheets</i> )	
Hidden skills	9
Identify Your Job-related Skills ( <i>See Quizzes</i> )	
Interpersonal	13
Personal Management	13
Adaptability	13
Personal Attitudes and Behaviours	13
Responsibility	13
Personal Skills Inventory	14, 15
Problem-solving and Decision-making	12
Task-related	12
Teamwork	13
Transferable	7-9
Strategis Web site (Industry Canada)	23
Students	23, 41, 42, 44-46
Canada Student Loans Program (CSLP)	41
Service Canada Centres for Youth (SCCYs)	23, 42, 44
Schoolfinder	46
Summer Work Experience	44
Students and Taxes	41
Working Students	41, 42
Summer Employment Opportunities ( <i>See FSWEF, Service Canada Job Postings, Students – SSJA, Volunteers</i> )	

## T

Toll-Free - Canada Revenue Agency	41
Toll-Free - Canada Pension Plan	41
Toll-Free - Canada Student Loans	42
Toll-Free - Career Edge (Ability Edge)	46
Toll-Free - Government of Canada	18
Toll-Free – Youth Info Line	Inside Back Cover



## V

Values (Personal)	5, 6
Volunteering	22
Volunteer Canada	22

## W

Web sites - Key Federal Sites	Appendix
Workopolis ( <i>See Job Postings</i> )	
Worksheets	6, 9, 10, 14, 15
Your Values	6
Your Transferable Skills	9
Find Your Hidden Skills	10
Identify Your Job-related Skills	10
Personal Skills Inventory	14, 15
How You Act	14
How You Think and Communicate	14
How You Work With Others	15
Your Skills Inventory	15

## Y

Youth – Services for... ( <i>See Service Canada Centres or Service Canada Centres for Youth</i> )	
Youth Link	23, 42

## WEB SITES

## Addresses

Ability Edge/Career Edge	<a href="http://www.abilityedge.org">www.abilityedge.org</a>
Aboriginal Business Canada	<a href="http://www.abc-eac.ic.gc.ca">www.abc-eac.ic.gc.ca</a>
Aboriginal Canada Portal	<a href="http://www.aboriginalcanada.gc.ca">www.aboriginalcanada.gc.ca</a>
Business Development Bank of Canada	<a href="http://www.bdc.ca">www.bdc.ca</a>
Canada Career Consortium	<a href="http://www.careerccc.org">www.careerccc.org</a>
Canada Centre for Occupational Health and Safety	<a href="http://www.ccohs.ca">www.ccohs.ca</a>
Canada Revenue Agency	<a href="http://www.cra-arc.gc.ca">www.cra-arc.gc.ca</a>
Canada Pension Plan	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
Canada Student Loans Program	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
Canadian Careers	<a href="http://www.canadiancareers.com">www.canadiancareers.com</a>
Canadian Council on Rehabilitation and Work	<a href="http://www.ccrw.org">www.ccrw.org</a>
Canadian Foundation for Economic Education	<a href="http://www.cfee.org">www.cfee.org</a>
Canadian National Institute for the Blind	<a href="http://www.cnib.ca">www.cnib.ca</a>
CanLearn	<a href="http://www.canlearn.ca">www.canlearn.ca</a>
Career Awareness	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
Career Edge ( <i>See Ability Edge</i> )	
Conference Board of Canada	<a href="http://www.conferenceboard.ca/education/learning-tools/employability-skills.htm">www.conferenceboard.ca/education/learning-tools/employability-skills.htm</a>
Employment Insurance On-line	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
Federal Student Work Experience Program (FSWEP) ( <i>See PSC</i> )	
First Nations and Inuit Youth Employment Strategy	<a href="http://www.ainc-inac.gc.ca/ps/ys">www.ainc-inac.gc.ca/ps/ys</a>
Government of Canada	<a href="http://www.canada.gc.ca">www.canada.gc.ca</a>
Government of Canada's Youth web site	<a href="http://www.youth.gc.ca">www.youth.gc.ca</a>
Human Resources and Social Development Canada	<a href="http://www.hrsdc.gc.ca">www.hrsdc.gc.ca</a>
Service Canada Centres for Youth (SCCYs)	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>



Indian and Northern Affairs Canada	<a href="http://www.inac.gc.ca">www.inac.gc.ca</a>
Industry Canada (Strategis)	<a href="http://www.strategis.gc.ca">www.strategis.gc.ca</a>
Job Bank	<a href="http://www.jobbank.gc.ca">www.jobbank.gc.ca</a>
Jobboom	<a href="http://www.jobboom.com">www.jobboom.com</a>
Job Futures	<a href="http://www.jobfutures.ca">www.jobfutures.ca</a>
Jobs Open to the Public ( <i>see PSC</i> )	
Jobs Workers Training and Careers	<a href="http://www.jobsetc.ca">www.jobsetc.ca</a>
Labour Market Information (National Site)	<a href="http://www.labourmarketinformation.ca">www.labourmarketinformation.ca</a>
Monster.ca	<a href="http://www.monster.ca">www.monster.ca</a>
National Occupational Classification	<a href="http://www23.hrdc-drhc.gc.ca">www23.hrdc-drhc.gc.ca</a>
Office of the Privacy Commissioner	<a href="http://www.privcom.gc.ca">www.privcom.gc.ca</a>
Public Service Commission (PSC)	<a href="http://www.psc-cfp.gc.ca">www.psc-cfp.gc.ca</a>
Schoolfinder	<a href="http://www.schoolfinder.com">www.schoolfinder.com</a>
Social Insurance Numbers	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
Strategis (Industry Canada)	<a href="http://www.strategis.ic.gc.ca">www.strategis.ic.gc.ca</a>
Summer Work Experience (SWE)	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
Volunteer Canada	<a href="http://www.volunteer.ca">www.volunteer.ca</a>
Workopolis	<a href="http://www.workopolis.ca">www.workopolis.ca</a>



# Feedback Form

## **Help us make Looking for a Job better, and more useful!**

Your comments are very important to us. Please help us by taking a few minutes to complete this questionnaire and return it by mail or fax. You can even complete it on-line at [www.youth.gc.ca](http://www.youth.gc.ca)

### **1. Which of the following best describes you?**

- Youth
- 15-19
- 20-24
- 25-29
- 30+
- Parent/guardian
- Professional working with youth (please specify) \_\_\_\_\_
- Government organization
- Non-governmental organization
- Other (please specify) \_\_\_\_\_

### **2. How did you get a copy of *Looking for a Job*?** \_\_\_\_\_

### **3. How did you first find out about *Looking for a Job*?**

- Word-of-mouth
- Parent/Guardian
- Internet
- Service Canada Centre
- Service Canada Centres for Youth
- Career/Guidance Counsellor
- Advertising
- School
- Native Band Council Office
- Native Friendship Centre
- Community Organization
- Community Service Provider
- Youth Info Fair

### **4. Overall, what do you think of *Looking for a Job*?**

- Very useful
- Somewhat useful
- Useful
- Not sure
- Not very useful
- Useless

### **5. Which section or sections were the most useful to you?**

- Know your interests and skills*
- Build on what you have to offer*
- What employers are looking for*
- Plan your career – So what's out there?*
- Prepare your marketing tools to help sell yourself*
- Prepare for a job interview, and what to do afterwards*
- Other stuff you should know*

### **6. How has the information in *Looking for a Job* helped you?**

Looking for a Job has helped me...

- Learn more about myself
- Learn more about the skills and abilities I already have
- Explore my career options
- Prepare for an interview
- Understand the process of looking for a job
- Other (please specify) \_\_\_\_\_
- Learn what kind of job I may want to do
- Learn more about my transferable skills
- Write a good resume, cover letter
- Improve my job search tactics
- Find out more places to go for help



**7. We'd like to know what you think of the presentation of *Looking for a Job*.**

Please rate the following elements from 1 to 5 (1 being poor, 5 being excellent)

Cover design	1	2	3	4	5
Colours	1	2	3	4	5
Tab page design	1	2	3	4	5
Photos	1	2	3	4	5
Illustrations	1	2	3	4	5
Layout – the way the text is presented in the book	1	2	3	4	5
Format is easy to follow	1	2	3	4	5

**8. Do you agree or disagree with the following statements (1 being totally disagree and 5 totally agree)**

Looking for a Job is very easy to read	1	2	3	4	5
Looking for a Job gives clear information	1	2	3	4	5
It is easy to find what I want in Looking for a Job	1	2	3	4	5
The general index is very useful	1	2	3	4	5
The list of Other Stuff You Should Know is very useful	1	2	3	4	5
The list of Tools, Programs and Resources is very useful	1	2	3	4	5

**9. What is the highest grade or level of education you have completed?**

- Home schooling     High school     A university degree     Middle school/junior high     College or CEGEP

**10. Suggestions for improvement?** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Thank you very much for taking the time to complete this questionnaire.

**Service Canada**

Marketing and Communications Branch  
140 Promenade du Portage  
Gatineau, Quebec K1A 0J9  
Fax: (819) 953-3186





## Want your **own** copy of ***Looking for a Job?***

or want more information on other  
Government of Canada programs and  
services for youth?

Call the **Youth Info Line** at **1-800-935-5555**  
or visit **[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)**  
under *Publications*.

You can also call **1 800 O-CANADA**  
**(1-800-622-6232)** TTY/TDD:  
1-800-926-9105 or check out the  
Government of Canada Web site  
at **[www.canada.gc.ca](http://www.canada.gc.ca)**.

# What's in it for you?

## Check out *Looking For a Job to find out:*

- how to assess your interests and priorities, discover your talents and transferable skills, and use this information to help you decide what kind of job is right for you;
- where to start your job search, how to market yourself, and what's out there in the world of work;
- how to apply for a job, write a resume and cover letter, and prepare for an interview;
- where to get even more information and guidance – at whatever stage of the job-search process you're at;
- why it's important to continue to learn and develop your skills and abilities, even if you are out of school.

The demand for skilled and knowledgeable workers in all types of jobs in Canada will soon be greater than the number of people trained and ready to do the work. *Looking for a Job* can help you find your starting point so you can take advantage of the many opportunities which will emerge in Canada's rapidly-changing job market.

Looking for a job can be a job in itself, and figuring out what you want to do can be a challenge. How do you get experience? How do you get your foot in the door? How do you make the most of the skills, knowledge and experience that you already have? How do you market yourself to prospective employers, and where do you go when you need help?

Whether you are a first-time job seeker, a student looking for employment, or someone looking to change jobs, *Looking for a Job* can help you with your job search or planning your career path.

