



RMG UK

You will have a meeting with RMG UK for 20 minutes where they will explain what they do, what they look for in employees and the types of jobs and routes into their company.

Remember your pre-prepared questions based on your pre-work with your form tutor.

Louise (RMG) will then set you your task for the rest of this session and p.2.



Cover letters and CV writing

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Integrity Social Confidence
Flexibility Imagination
Timeliness Collaboration
Respect Independence Curiosity Positivity
Team Working Perspective Self Confidence
Resilience
Doing The Right Thing
Communication
Organisation Agility
Commitment To Continuous Learning
Good Moral Compass



Cover letters and CV writing

Objectives:

- To know what a CV and cover letter are
- To understand what makes a good CV and how to tailor them to a job

CV Workshop

What it REALLY is:



It's a label containing only information that's IMPORTANT for an employer to know



CV Workshop

— What is it all for?

To get an interview, not the job!

Who is it for?

Employers; so only include what they want to know, not what you want to tell them!



Social Media

How many people live in the UK?
66 million

How many people in the UK use social media?
44 million

How long, on average, do people spend on social media per day?
2hrs

Social Media

What percentage of jobs are filled through networking (who you know, not what you know)?

85%

What percentage of employers stated that they use social media as a factor when recruiting?

92% - in 2015, now much nearer 99%

CV Workshop

Social Media



- ✓ Keep it positive or keep it private
- ✓ Can be a great way to show your good side
- ✓ Follow potential employers and interact with them
- ✓ First thing an employer will check

Curriculum Vitae

Jane Doe

I am a hard-working individual that can work well on my own or as part of a team. I am looking for a part time job so I can have money

Are these good or bad examples of CVs? Why?

Lolzgirlssssparkles_14021999@tiscali.com



Date of Birth: 14th February 1999

Marital Status: Single

National Insurance Number: JX 45 86 89 A

I have a few hobbies

Hobbies:

I enjoy going out drinking with my friends, watching Love Island, and being on Instagram.

References:

Mr Jones

Guidance teacher,

Blacon High School

CV Workshop

Bad CV:

- ❖ Unreadable format
- ❖ Incomplete contact details
- ❖ Inappropriate personal details
- ❖ Bland, meaningless, generic language
- ❖ Information the employer doesn't want

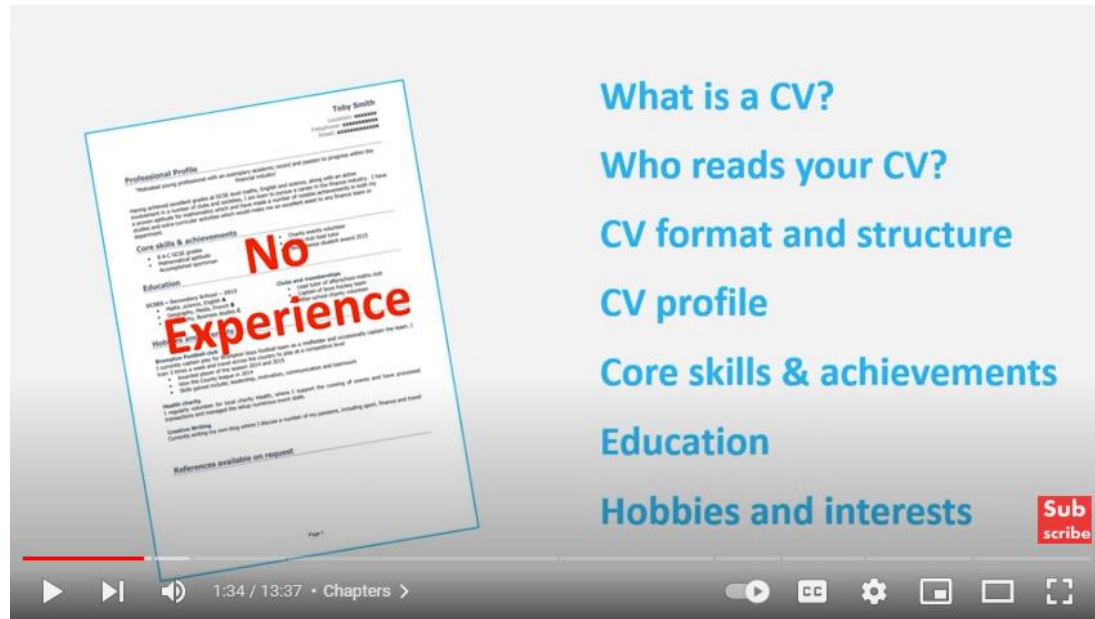
Good CV:

- ✓ Consistent font (Arial 12pt)
- ✓ Personal details complete and up to date
- ✓ List achievements & skills
- ✓ Concise, relevant language
- ✓ No excessive amounts of information

What is expected?

Go to:

https://www.youtube.com/watch?v=uG_LKVJjuAc watch from 3.21



What is a CV?

Who reads your CV?

CV format and structure

CV profile

Core skills & achievements

Education

Hobbies and interests

No Experience

Subscribe

Make any notes you find useful to help you create your own CV and cover letter.

Name, address and contact details are important to start with. Make sure your email address is professional and if not, make a new one!

Your personal profile is a mini-advert for yourself so it's important it stands out. Make sure it sounds positive!

Each job should have the date you started to the date it ended, the job role, and then a brief outline of your key duties and responsibilities.

Make sure your work history, including work experience, is in chronological order. That's ordered by date, starting with

Your qualifications and education must also be in chronological order.

You don't have to put all your qualifications on your CV if you don't think they apply to the job. It's important to have your maths and English GCSEs and your highest level of qualification. If you don't have any qualifications yet it's okay to put predicted grades but make sure you write 'predicted'.

Always end with your hobbies and interests, and lastly your references. Most employers ask for two references which are normally past employers, but you can use teachers instead. It is okay to write 'references available on request'.

If you have done any other training such as first aid training, Duke of Edinburgh Award or National

Personal Profile

I am a confident and enthusiastic, with excellent organisational skills. I have the ability to work on my own and as part of a team. I can communicate with people at all levels. I am a quick learner and always willing to learn new skills and gain new qualifications to help progress my career. I am passionate about working within childcare and want to take on new challenges to progress my career.

Employment History

Total Daycare: March 2016 - To date
Job Title: Childcare Officer

Duties and responsibilities: Ensuring the environment is safe and ready for children to learn and achieve their full potential. Writing observations on children, keeping their journals up to date and carrying out parents evening. I have experience leading the baby room and exceptional knowledge of following correct safety procedures. I consistently communicate with parents about their child's session. I am responsible for preparing meals and snacks and ensuring all the children's needs are met. Changing nappies and clothes after toilet accidents and promoting the child's independence at all times.

Tanning Salon: March 2014 - March 2016
Job Title: Receptionist

Duties and responsibilities: Serving customers at reception, giving advice and selling products as well as keeping all record cards up to date. Opening and closing the shop, cash handling and dealing with customer complaints.

Comfort Call: July 2011 - July 2012
Job Title: Care Assistant

Duties and responsibilities: Providing care within the community and assisting clients with everyday tasks that they were unable to undertake themselves.

Healthcare Group: April 2009 - July 2011
Job Title: Childcare Officer

Duties and responsibilities: Providing care in the community and assisting clients with everyday tasks that they were unable to undertake themselves.

Geomatics Ltd: July 2005 - September 2008
Job Title: Hire and Sales Coordinator

Duties and responsibilities: Answering the telephone, reception duties, using Microsoft Excel, creating invoices for sales and repairs, creating work records when complete. Creating hire agreements and issuing stock on a

Judy Johnson
123 Street, Anytown, Anycounty, AA1 5AA
Mobile Number: 07912345678 Email: j.johnson@mail.co.uk

Education and Qualifications

Date	Learning Institution	Qualification
July 2015 - Feb 2016	Home Learning	Nursery Nurse Diploma level 3
2005 - 2007	Anytech	Business Administration NVQ 2 Business Administration NVQ 3
2000 - 2005	Anyschool	GCSE Mathematics - B English Language - C English Literature - C Science - BB Business and Communication - B French - C Graphic Design - C Leisure and Tourism - C

Additional Qualifications and Training

Autism Outreach Team First Steps Programme
Level 2 in food safety and catering
Paediatric First Aid
An Introduction to the Autism Spectrum
Medication Awareness

Hobbies and Interests

I enjoy arts and crafts in my spare time and volunteer on a weekend at a local community centre on an arts project for young people and adults. I like to keep active and play for my local women's football team.

References

Available on request.

Jane Doe

17 Blacon Point Road

Chester

CH1 5LD

jdoe@outlook.com

07771 258369

An aspiring retail assistant with a strong understanding of customer service principles, well-developed communication and listening skills, and a willingness to learn. Accomplished team worker with an enthusiastic outlook and a flexible approach to working hours.

Skills:

- Excellent literacy, numeracy, and communication skills as demonstrated by exam results
- Awareness of customer service principles through parent's experience in a retail environment
- Strong team-working ethic developed through playing hockey and football
- Well-developed IT and social media skills learned through school work and recreation
- Outstanding punctuality as reflected in attendance record at school

Education:

Blacon High School, 2018

English GCSE:7

Maths GCSE:6

Geography GCSE:6

Art: GCSE:5

Computing GCSE:5

Hobbies and Interests:

- Playing football and hockey
- Modern literature
- Contemporary music

References available upon request

CV Workshop

What should NEVER be on your CV:

- ❖ Protected Characteristics: Age, Disability, Gender Reassignment, Pregnancy, Marital Status, Race, Religion or Belief, Gender, and Sexual Orientation
- ❖ Any personal views on the above topics
- ❖ A photograph
- ❖ References
- ❖ LIES!!!!



Don't take my word for it...

CV Workshop

“Remember that your CV might be in a pile of 50 others, so do everything you can to make it really clear and easy to read.

“Only put things on your CV that are relevant to finding a job. Things like your age, whether you're married, the colour of your hair and the number of children you have should not be on your CV” -

Centrica



Tailoring your CV

- Not tailoring your CV is the most damaging mistake that you can make when writing your CV
- Must be targeted to appeal solely to the niche of employers and vacancies that you are applying to
- the fundamental fact employers want to understand is whether or not you can do the job
- If your CV lacks any specific info, you won't be shortlisted – no matter how well written and structured your CV is
- Research and find out exactly what your desired employers are looking for, then make sure that you are making those requirements prominent on your CV.



Identify what qualities (purple), job title and important information (yellow) and skills (green) the employer is looking for. These need to be included in your CV.

Do you thrive working in a fast-paced environment and enjoy working a varied shift pattern including some weekends?

We are looking for advisors to support our Fulfilment Department located in Knutsford to work as Fulfilment Advisors to support the fulfilment of temporary labour for our clients.

As part of this role you will maintain regular telephone contact with client and agencies to keep them fully informed on status of bookings, book temporary staff into shifts via the company's in-house booking system and comply with SLA requirements of assigned contracts.

About you / key skills

- You will have excellent customer service and communication skills.
- You will be IT literate (particularly Microsoft Office email & excel)
- You will have a confident and professional telephone manner
- You will be able to adapt to the different work patterns which include night working and weekends.

Salary and Benefits

This role is offered at a salary of £21,500 per annum based on an average 35.5 hour working week, plus 25 days' holiday and pension.

The shift pattern includes 12 hour shifts (with a one hour unpaid rest break), working a combination of either 6am to 6pm or 11am to 11pm. Typically working either Monday, Tuesday and Wednesday or Thursday and Friday with some weekends.

We are a company that is growing and changing. Discover a new future.

If you are interested in applying for this role and meet the above requirements then please submit your CV along with a covering letter stating your salary expectation.

John Doe

101 Crewe Road
Shavington, Cheshire

CW2 5DW
07834 234589

John.doe1@outlook.com

An experienced customer service advisor with excellent communications skills and professional telephone manner. Well-developed IT skills, particularly with Microsoft Office, alongside outstanding customer service delivery and a flexible attitude towards shifts.

Skills/Achievements:

- Excellent telephone and face-to-face customer service skills, as developed in role at Carphone Warehouse
- Strong Microsoft Office skills based upon GSCE Computing results and training through workplace training, especially in Outlook and Excel
- Experienced in working a variety of shift patterns in a fast-paced environment, including weekends and working as part of a team
- Ability to problem-solve, create relationships quickly, and work independently through participation in National Citizen Service

Education:

Shavington Academy:

Mathematics GCSE: 6

English GCSE: 6

Computing GCSE: 6

Geography GCSE: 4

History GCSE: 4

Music GCSE: 3

Chemistry GCSE: 3

Employment:

Carphone Warehouse, Crewe

Retail Assistant, November 2018 – April 2019

- Delivering the highest level of customer service to ensure customers had the best product for them
- Supporting team members if in need of assistance to complete sales
- Handling complaints with discretion and resolving issues to customers satisfaction and in line with company policy

Hobbies/Interests:

- Playing football
- Creating music
- Contemporary art

References available upon request

Over to you!

You have a job description for a Customer Service Advisor with RMG.

Highlight the skills, important information and qualities the employer is looking for in 3 different colours.

WE'RE HIRING

CUSTOMER SERVICE ADVISOR



LOCATION: Gadbrook Park, Northwich
SALARY: £18,000 per annum
CONTRACT TYPE: Full Time; Permanent
CLOSING DATE: Friday 28 January 2022

THE ROLE

- You will handle customer enquiries of a varied nature.
- Respond to enquiries by inbound calls, emails and chat, in an accurate and timely manner in accordance with RMG policies

REQUIRED SKILLS

- Confident communicator
- Excellent Customer Service skills
- Confident in using IT and learning new systems
- Self-motivated

THE ROLE

- You will handle customer enquiries of a varied nature.
- Respond to enquiries by inbound calls, emails and chat, in an accurate and timely manner in accordance with RMG policies and procedures (full training given).
- Receive, understand and assess customer contacts and enquiries to establish requirements for advice, guidance and service/solutions.

WHY RMG?

RMG are an industry leader within the Property Management sector.

We offer a fully comprehensive training program so even if you don't come from a property management background but have a passion for customer service we want to hear from you. We're looking for individuals who are taking their first step onto the career ladder and progress with us.

So, if you're looking for a CAREER and not just a job, APPLY NOW!

REQUIRED SKILLS

- Confident communicator
- Excellent Customer Service skills
- Confident in using IT and learning new systems
- Self-motivated
- Able to work to KPIs and deadlines
- Enthusiastic and positive personality
- A good team worker

BENEFITS

- Fully paid training programme
- Development and progression opportunities
- Annual salary reviews
- 25 days holiday + Bank holidays + never work your birthday
- Onsite parking
- Company funded qualifications
- Shopping Discount Portal
- Life Assurance
- Office Incentives
- Overtime available

Identify:

- What qualities (purple),
- Job title and important information (yellow)
- Skills (green) the employer is looking for.

Is there anything you need clarification on? KPI?

These need to be included in your CV.

THE ROLE

- You will **handle customer enquiries** of a varied nature.
- **Respond to enquiries** by inbound calls, **emails and chat**, in an **accurate and timely manner** in accordance with RMG policies and procedures (full training given).
- **Receive, understand and assess customer contacts and enquiries** to establish requirements for advice, guidance and service/solutions.

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Identify:

- What qualities (purple),
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- Skills (green) the employer is looking for.

These need to be included in your CV.

Summary:



-
- ✓ Keep it short and to the point
 - ✓ Remember who will be reading it
 - ✓ Make it easy to read
 - ✓ No stupid mistakes
 - ✓ Tailor your CV to the job you are applying for
 - ✓ Don't use a template



Useful Websites:



CVs, covering letters, application advice:

www.reed.co.uk

<https://nationalcareers.service.gov.uk>

<https://jobs.theguardian.com/careers/>



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