

In this unit, you will apply for a 'mock' advertised job at the 'Wodonga Supermarket'. Mock means pretend. There are three parts to this unit, which reflect the job seeking process.

## Part A: Develop a résumé

- You will begin this unit by reading over the **Wodonga Supermarket** job description. Study it carefully as this is the job you are applying for.
- Next you will develop a résumé that is **tailored to the position** you are applying for. Your Reading the World teacher will guide you through this process.
- You will upload your resume saved as a PDF to Google Drive



## Part B: Develop an application letter

- You will now develop an application letter tailored to the position. using the template provided as a guide. Your Reading the World teacher will guide you through this process.
- You will upload your resume saved as a PDF to Google Drive



## Part C: Undertake a mock job interview

- *Pre interview:* You will organise appropriate job interview clothes and practice answering common job interview questions in class.
- *Interview:* A person from local business who represents the Wodonga Supermarket will interview you. They will have your résumé and application letter. You will be in job interview clothing and they will write feedback for you on how you went



# THE JOB YOU ARE APPLYING FOR

Wodonga Supermarket

## CUSTOMER SERVICE ASSISTANT

Wodonga Supermarket is located in High Street Wodonga. We employ 50 people in our store in areas such as Grocery, Fruit and Vegetable, Delicatessen, and Front Register. We are the largest supermarket in Wodonga and aim to offer our customers exceptional customer service.

We are searching for friendly, enthusiastic and outgoing people to join us as Customer Service Assistants.

Your key focus will be on providing customers with superior levels of service. So the ability to work without supervision to complete tasks is important. Naturally, we're looking for confident team players with great communication skills, a flexible approach and neat personal presentation.

These positions require team members to be flexible and available to work from 4pm to 9pm Monday to Friday and during the day on weekends.

*We are looking for people who:*

- Are motivated to work hard and are enthusiastic about the work they do
- Enjoy working as part of a team
- Can work without supervision
- Have a positive attitude
- Have strong communication skills

*We offer*

- Career advancement
- Training and Development
- A fun, social work environment

*Duties you will undertake:*

- Using the cash register, cash handling and EFTPOS transactions
- Customer service and handling customer enquiries
- Scanning items and doing price checks
- Dealing with difficult customers and handling customer complaints
- Counting the money in the till at the end of the shift

### WHAT IS A RESUME?

It is a short summary of your contact details, education, training, and employment history, school and community participation and referees.

### GETTING IT RIGHT IS CRUCIAL

Developing a good résumé will increase your chances of going on to the next stage of the job seeking process, which is the interview. Once the employer has your résumé they will decide whether or not to call you in for an interview based on what you have written in your résumé and application letter.

**It has to be exceptional**, as you will be competing against many potential applicants going for the same job. In some cases the employer will receive over 100 applications!

### TASK 1

Start the application process for the Wodonga Supermarket position by developing a resume.

- You will develop the resume during class.
- Save your resume in PDF format and upload to your Google Drive

#### Tips to get top marks

##### Size and font

- Keep your letter to one page. Do not use fancy fonts. Tahoma, Arial, and Times New Roman are acceptable.

##### Spelling

- Your chances of being short-listed for an interview can be reduced by up to 50% if you have even one spelling mistake.



**JOB  
WANTED**

# Develop an Application Letter

## WHAT IS AN APPLICATION LETTER?

You write an application letter when you are applying for a job that has been advertised. It details the following:

- Your contact details and date of application.
- Details of the job you are applying for.
- The reason why you are applying for the job.
- Why you would be suitable for the job and the skills you have that relate to the job.
- A concluding paragraph.

## WHAT IS A COVER LETTER?

You write a cover letter if you are approaching an employer with the hope that they may have work available. It is similar to an application letter but is more general.

You attach your application or cover letter to your resume and give it to the employer.

## TASK 2 – DEVELOP AN APPLICATION LETTER

Apply for the Wodonga Supermarket position by writing an application letter.

- You will develop the resume during class.
- Save your resume in PDF format and upload to your Google Drive

### Tips to get top marks

#### Size and font

- Keep your letter to one page. Do not use fancy fonts. Tahoma, Arial, and Times New Roman are acceptable.

#### Spelling

- Your chances for being short-listed for an interview can be reduced by up to 50% if you have even one spelling mistake.

