

# Lectures 25.10.2018.

## Unit I – Writing CVs

- Starter
- Brainstorming
- Language study
- What a CV is?
- Parts of a CV
- *Writing your CV tips*
- Writing CVs (the first draft of a CV, about 20 minutes)
- DVD projection – Video CVs
- Reading



# Starter

## ■ Starter

Check the meaning of these words and phrases. Circle five which best describe yourself and five which best describe your partner. Compare with your partner and discuss your choices.

reliable

conscientious

responsible

enthusiastic

hard-working

sense of humour

flexible

ambitious

committed

good team worker

well organized

good communication skills

punctual

can work under pressure

confident

can use own initiative

loyal

leadership skills

# Brainstorming

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- 2 Work with a partner. Brainstorm each other's skills, qualifications, strengths and special interests.
- things you're good at
  - work activities you like doing (meeting people, making bread)
  - skills you already have (IT skills, a foreign language)
  - qualifications
  - personal strengths
  - skills you would like to develop
  - clubs or groups you belong to
  - interests outside of work/your studies





## ■ Language study

### ! Expressions to learn

What are you going to do when you leave college?

Joanne's really good at writing.

Then there's your interest in first aid.

It shows you've got leadership skills.

You're a good team worker ...

You're a confident sort of person ...

You get on well with people, don't you?

You like being well organized.

### ! New words to use

ambitious

committed

communication skills

confident

conscientious

enthusiastic

flexible

initiative

leadership skills

loyal

punctual

reliable

responsible

under pressure

well organized

# What is a CV?

1. It is divided into clear headings, includes information on topics, shows how you meet the criteria for the job and is well-presented.
2. No more than two sides of A4 paper.
3. Personal information and a photo (depending on the company), your education and qualifications, professional skills and interests.

# Parts of a CV

- Note down what you would include in your CV. Compare your notes with a partner.
- Typical notes:
  - work experience
    - tour guide with *Eurotours*, summer 2000
    - travel agent in *Sunshine Holidays*, July & August 2001
  - address
  - 24 years old
  - education – Travel and Tourism course, 2001 to present

# Writing your CV tips

## Writing your CV

### Make sure your CV is

- \* word processed
- \* clear (black print on white paper, easy-to-read font)
- \* accurate (proof read – make sure it makes sense and there are no spelling mistakes)
- \* concise (keep it short – one page if possible, but no more than two)
- \* honest (remember you'll have to support anything you've written if you get an interview)
- \* logical.

### The following is a good order for your CV.

- \* your name and contact details
- \* a short profile of yourself
- \* work experience/career history – starting with the most recent
- \* responsibilities and achievements
- \* education
- \* interests
- \* references



# Draft your own CV.

- a time limit: 20 minutes
- *draft* = will be changed and improved, it is not the final version
- exchange it with a partner's
- discuss suggestions for improving each other's CV





# DVD projection – Video CVs



# Reading

## Keeping a good team together



Poaching<sup>1</sup> staff is an everyday occurrence in the hospitality industry. Like it or not, ethical or unethical, it happens. It's very easy for a competitor to make an offer to front-of-house staff and entice<sup>2</sup> them away. Kitchen and housekeeping staff are not so accessible.

Here are some ways that management can minimize poaching by taking care of their employees.

- *Communicate* Talk to staff, listen to what they have to say and act on their concerns.
- *Career progression* Offer training to develop their skills and let them move up into new positions.
- *Inspire them with leadership* A line manager who is firm yet sympathetic, supportive, considerate and understanding will be a good leader.
- *Team versus individuals* Make sure you understand individual ambitions, but don't favour one member of a team over another.
- *Reward staff* Pay market rates and add bonuses or to the tip pool at times.
- *Recognition* 'Please' and 'Thank you' are often forgotten in the workplace. Praise staff when they deserve it. Remember birthdays – take staff out as a team occasionally.

<sup>1</sup>*poach* persuade an employee to leave a competitor and join your company

<sup>2</sup>*entice* persuade someone to do something by offering them something

- 1 Who gets poached?
- 2 Who does the poaching?
- 3 How can management improve communication with staff?
- 4 How can they help employees with their careers?
- 5 What are the qualities of a good leader?
- 6 If someone has a lot of ambition, should you help them more than other members of the team?
- 7 What do you understand by 'reward'?
- 8 How can a manager make his/her staff feel valued?



# Thank you for your attention!

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