



Job Party

with Frances Amara



Land Acknowledgement

The offices of Youth Employment Services Manitoba (YES Manitoba) occupy the stolen ancestral territories of the Anishinaabeg, Ininiwak, Ithiniwak, Denesúline, Anishiniwak, Dakota Oyate and Nakota Peoples and on the National Homeland of the Red River Métis. The land falls under Treaty 1, which was signed in 1871 and facilitated the theft of this land from several local Anishinaabe First Nations.

We respectfully acknowledge that we live, work, and learn on these lands. However, a land acknowledgement is only a small step in the right direction when moving towards learning the truth and committing to reconciliation. YES Manitoba is dedicated to expanding our knowledge related to the ongoing colonization taking place in Canada, and continuing to learn its impact on our participants and community.

But First, a Survey

SCAN ME



Who Are We?

Youth Employment Services (YES Manitoba) supports youth (16-29) with inclusive employment and post-secondary services.

YES MANITOBA CAN HELP WITH

**Resume
Writing**

**Cover Letter
Writing**

**Practicing
Interview Skills**

FREE Trainings

- First Aid & CPR
- Smart Choices
- WHMIS
- Food Handlers


**Computer
Resource Area**

ABOUT YES MANITOBA

How to register?

1. reception@yesmb.ca
2. (204) 987-8661
3. yesmb.ca

Services can be accessed independently/confidentially.

The background of the slide features a repeating pattern of the 'Futures Forward' logo. The logo consists of a stylized graphic of three human figures in green, blue, and purple, with their arms raised, positioned above the text 'Futures Forward' in a purple, sans-serif font. The text and logo are repeated across the slide at various angles and positions.

Futures Forward is a program YES Manitoba participates in that supports current and former youth-in-care (MB Child and Family Services, foster care).

In addition to employment and post-secondary services at YES, FF participants have many resources available for them.

FUTURES FORWARD OFFERS

**Employment
Services (YES
Manitoba)**

**Mental Health
Counselling
(CMHA)**

**Financial and
Income Tax
Support
(CFCS)**

**Tuition
Waiver
Scholarship
Program**

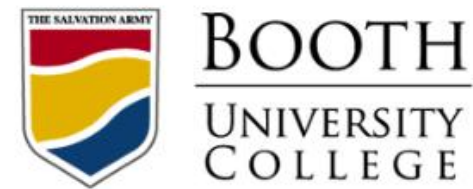
**Housing Support
& Other
Connections to
Resources**



**BRANDON
UNIVERSITY**



THE UNIVERSITY OF
WINNIPEG



Tuition Waiver Scholarship Program

FULL DEGREE SCHOLARSHIPS for current/former youth-in-care at any of these 11 schools. Contact aklassen@yesmb.ca for more info!



Futures Forward Partners

Supporting current/former youth-in-care
transitioning to adulthood

REGISTERING FOR FUTURES FORWARD

Notes

- Do not need consent of Social Worker/Guardians
- Any amount of time in care/involvement in CFS is sufficient
- Opportunities to connect with other youth in/from care

How to register?

1. aklassen@yesmb.ca
2. (204) 987-8661, OR:
3. futuresforward.ca

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Agenda



Resumes



Cover Letters



Applications



Interview Skills

Resume

TYPES OF RESUMES

Chronological

Functional

Combination

Contact Information →

Professional Profile →

Skills and Experience →

Employment/Volunteer Experience →

Education/Training →

Jane Jones		
123 Som ewhere Street Winnipeg Manitoba A1B 2C3 Email: jane.jones@gmail.com Phone: (204) 123-4567		
PROFESSIONAL PROFILE		
<ul style="list-style-type: none"> ➤ Motivated, outgoing and reliable individual with experience providing people with quality and friendly Customer Service ➤ Easily builds rapport with customers by interacting with them and striving to make their experience enjoyable ➤ Cash handling experience; performed cash, debit and credit card transactions as well as issuing change/receipts to customers ➤ Proficient in Microsoft Office Suite as well as able to operate cash registers and various electronic databases 		
SKILLS AND EXPERIENCE		
Customer Service and Communication Skills		
<ul style="list-style-type: none"> • Welcomed customers in a polite and respectful manner • Answered customers' questions in person and over the phone • Communicated on and daily basis with the public acting as the first point of contact for the organization • Made appointments for customers; rescheduled and cancelled appointments as needed 		
Organizational and Time Management Abilities		
<ul style="list-style-type: none"> • Sorted and filed customers mailing documentation; mailed copies to required personnel • Recorded all incoming and outgoing mail, faxes and voice messages • Prioritized daily tasks ensuring all work met deadlines 		
Teamwork and Leadership Skills		
<ul style="list-style-type: none"> • Trained and supervised new staff members ensuring they were able to comprehend and perform various tasks • Participated in weekly meetings; made suggestions to enhance current operations • Filled in and covered for staff in their absence 		
EMPLOYMENT HISTORY		
Administrative Assistant	Dr. D. Orthodontics	Sept. 2015 – Present
Cashier	7-Eleven	Jan. 2014 – Sept. 2014
Landscaping	Cost Cutter Lawns	May 2011 – June 2013
VOLUNTEER EXPERIENCE		
Position	Company/Organization	Month Year – Month Year
Position	Company/Organization	Month Year – Month Year
EDUCATION		
Education Level	School	Month Year – Month Year

Resume Tips and Tricks

What Is an Applicant Tracking System (ATS)?

ATS scans resumes for **specific keywords** related to the job. Tailor your resumé by using relevant terms from the job description

Choose common, ATS-friendly fonts such as Arial, Calibri, or Times New Roman

Organize your resumé into standard sections: **Contact Information, Skills Highlights, Work Experience, Education, and Training.** ATS recognizes these common headings

Avoid graphics, tables, or images as these can be difficult for the ATS to read. Stick to plain text

Resume Tips and Tricks

**Keep resume short and sweet.
1 to 2 page lengths**

No colour paper or fancy fonts

Create a general and targeted resume

Do not use personal pronoun : "I"

Helps resume stay focused solely on the skills and experiences described

Save as a PDF!

Spelling or grammar mistakes are to be avoided at all costs

REFERENCES

Amy Stake

847 Sussex Drive, Winnipeg, MB R3L 5H0

amystake305@gmail.com | 204-998-0934 | she / hers

REFERENCES

Tim Mathews

Supervisor- Sunshine Inc.

(555) 123-4567

Tmathews@sunshine.com

Jen James

Program Coordinator - YES Center

(222)444-8888

Jjames@yescenter.ca

Fran Salvatore

Manager- Happy Center

(232)199-2992

fsalvatore@happycenter.com

RESUME/COVER LETTER
HEADER

FULL NAME, POSITION, CONTACT

Don't forget to list each
item on a new line!

Agenda



Resumes



Cover Letters



Applications



Interview Skills

Cover Letter

COVER LETTER PURPOSE

Allows you to explain why you are qualified

First chance to speak to the employer

Compliments your resume

Specifically outlines your interest in the position

Increases your chance of getting a call back

Makes you stand out from the crowd

Contact Information →

Date →

Employer Information →

Body Paragraphs {

Name/Signature →

Jane Jones

123 Somewhere Street | Winnipeg Manitoba A1B 2C3
Email: jane.jones@gmail.com | Phone: (204) 123-4567

Date

Hiring Manager
Company
Street
Winnipeg, MB
A1A 1A1

Dear Hiring Manager,

I would like to apply for the _____ position with _____, as advertised on _____ . I am confident that my skills and experience will allow me to excel in this position.

As you will see from my resume, _____
Write about WHY they should hire YOU.
Talk about skills from your resume that MAKE SENSE for the job you're applying for!

I welcome the opportunity to further discuss my experience and interest in working with _____ . Please feel free to contact me at your convenience. Thank you for your consideration.

Sincerely,

Jane Jones

Cover Letter Tips

1 page in length

**Make sure to
change company
name, position,
hiring manager**

Edit, Edit, Edit

**Focus on your
qualifications,
what makes you
stand out!**

**Create a targeted
cover letter for
specific jobs**

**If applying in-
person to different
places have a
general cover
letter**

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Resumes



Cover Letters



Applications



Interview Skills

Finding a Job

Job Search Checklist

Amy Stake

847 Sussex Drive, Winnipeg, MB R3L 5H0
amystake305@gmail.com | 204-998-0934 | she / hers

Professional Summary

- Enthusiastic and hardworking individual with over 5 years of customer service experience in retail and restaurant settings
- Strong communication skills with demonstrated ability to follow written and verbal instructions
- Effective team player; comfortable working with others to accomplish tasks
- Adaptable with strong problem-solving abilities
- Excellent organization and time management skills; able to multitask and meet strict deadlines

Work Experience

Store Associate | Marshalls | 2019 – Present

- Greeted customers in a friendly manner and responded to their inquiries regarding items, prices, and promotions
- Processed daily shipments; maintained an organized warehouse area and store floor by adhering to merchandise presentation standards

Crew Member | McDonalds | 2021

- Took customer orders at the front counter and drive-thru, ensuring accuracy and timeliness
- Collaborated with team members to assemble orders as specified by the customers
- Operated a POS to process cash and card transactions

Food Counter Attendant | Freshii | 2017 – 2018

- Worked with other team members to prepare orders and ensure that customers are receiving their orders as specified, paying close attention to allergies and dietary restrictions
- Cleaned and sanitized the kitchen area, including work surfaces, storage areas, appliances, and equipment

Education

Grade 11 | St. James Collegiate | Present

Amy Stake

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amystake305@gmail.com | 204-998-0934 | she / hers

12 March 2023

Human Resources
Real Canadian Superstore
456 River Road
Winnipeg, MB, R1S 2T3

Dear Human Resources,

It is with great interest that I apply for the Customer Service Representative with the Real Canadian Superstore as advertised on your company website. As a regular customer of your store, I always have a positive shopping experience and receive quality services, therefore I would like to join your team. I am confident that my interpersonal skills and professional experience make me an ideal candidate for this role.

As seen on my resume, I have worked at McDonalds where I interacted with diverse customers. I kept up with knowledge of product information and addressed customers' inquiries. My role at Marshalls included operating a cash register and handling payments. I maintained a well-organized and welcoming environment making sure that customers were comfortable. I contributed to sales increase by introducing new products and promotions to customers. As a cashier, I also handled refunds, exchanges and returns. I excel in fast-paced environments and have a record of effectively resolving conflict using empathy. I have great memorization skills and am open to learning so I can grow professionally.

I am positive that I will be an asset to your team and I can apply my customer service skills to enhance guest satisfaction. Feel free to contact me at your convenience to further discuss what I can bring to this position. Thank you for your time and consideration.

Sincerely,

Amy Stake

847 Sussex Drive, Winnipeg, MB R3L 5H0
amystake305@gmail.com | 204-998-0934 | she / hers

REFERENCES

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Supervisor- Sunshine Inc.

(555) 123-4567

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Finding a Job

Online

- Indeed
- Job Bank
- Company Website
- Manitoba Career Prospects

Social Media

- YES Facebook
- YES Instagram
- Other employment services

Networking

- LinkedIn
- Volunteering
- Ask your guardians, friends, etc.

Old School

- Career Fairs
- In-Person applications
- Cold Calling

KNOW WHAT TYPE OF JOB YOU WANT

Apply for jobs that appeal to you and match your current skill set

Make a list of your transferrable skills that match the job opening

Transferable skills come from past jobs, volunteering, hobbies, and other past experiences

DETERMINING IF YOU ARE QUALIFIED

Various levels of employment

- Entry level
- Junior
- Senior

Required skills

Preferred skills

Experience and education

Willing to work towards

How To Bounce Back From Failure When Applying For Jobs

Take some time out and reflect

- Remember that you will learn from this process and each step takes you closer to a job that is right for you.

Ask for feedback

- By seeking feedback, you are making this a learning opportunity and a chance to work towards future success.

It isn't personal

- Job rejections are not personal. There can be many different factors that come into play during each stage of a recruitment process.

Practice makes perfect

- Like all things in life, applying for jobs takes practice and the more you do it, and learn from it, the better you will get.

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Interview Skills

PREPARING FOR AN INTERVIEW

PREPARING FOR AN INTERVIEW

**Be familiar with
cover letter and
resume**

**Look over job
description of
your position**

**Research the
company you
applied for**

**Check your
wardrobe**

Practice!

Etiquette

Know their name!

If you don't know it at the beginning, make sure you know it by the end!

Arrive on time

- Not late, but not too early
- No perfume / scent

Phone is off and tucked away

Don't check the time or glance at the clock

Show gratitude

Protected Identities

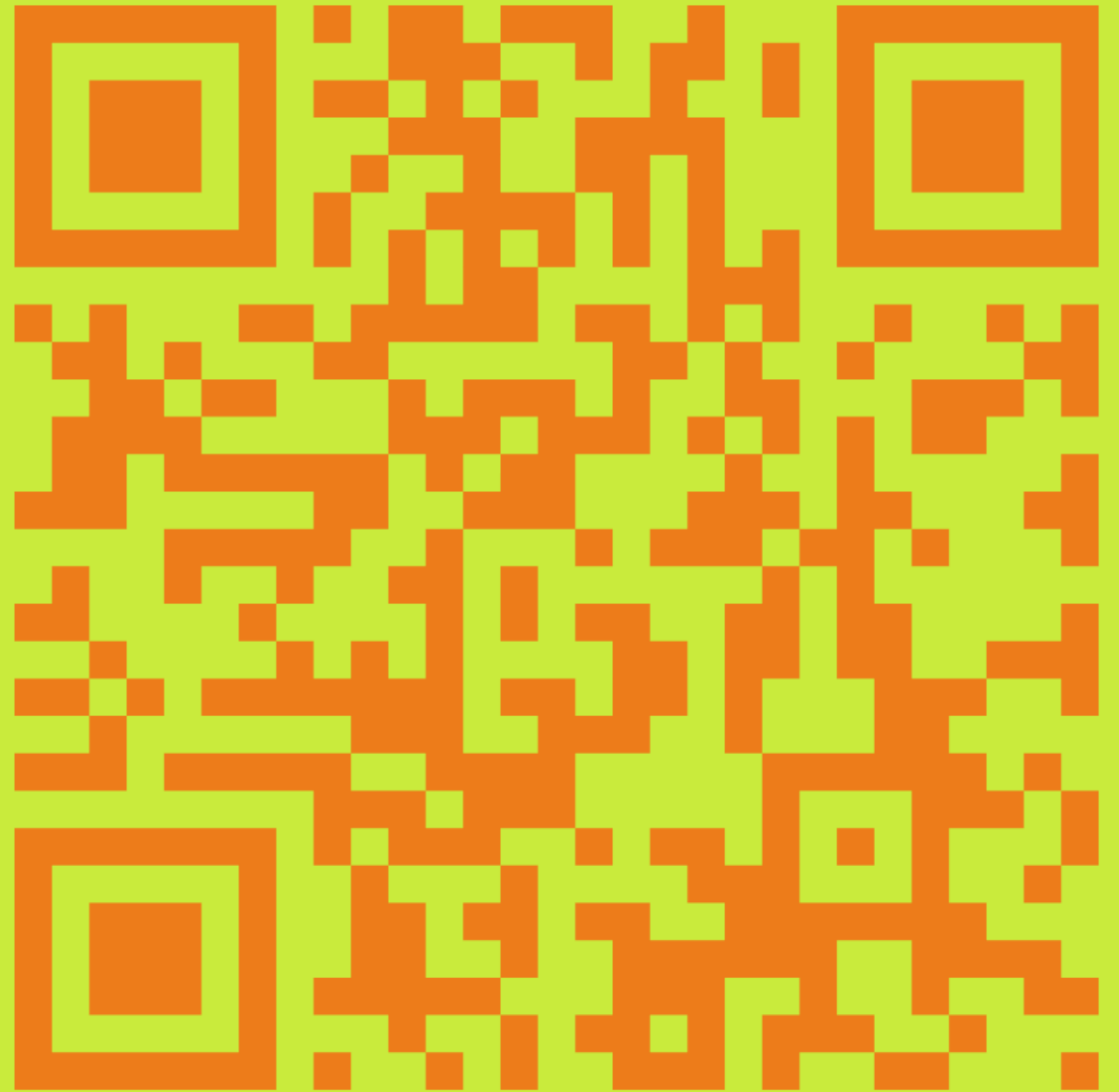
Unethical Practices in an Interview

- Country/place of origin/citizenship status
- Religion, faith, creed
- Age
- Gender or sexual orientation
- Race/ethnicity
- Family structure/children/marital status
- Mental or physical health
- Disability
- Appearance, height and weight
- Pardoned offenses

IT'S GAME TIME !

Game Time!

play.blooket.com/play



Before We Leave, a Survey

SCAN ME





Get help from YES Manitoba

Visit [614-294 Portage](https://www.yesmb.ca) (Mon-Fri 8:30-4:30) for in-person appointments, free resources, and printer/scanner access [or connect with us on Instagram, Facebook, or LinkedIn](#)



[204.987.8661](tel:204.987.8661)



www.yesmb.ca



reception@yesmb.ca



[@yesmanitoba](https://www.instagram.com/yesmanitoba)