



Guide to  
CV Writing  
Letter Writing  
Interview Techniques

## Your Curriculum Vitae (CV)

First impressions count! Your CV must attract the employer's attention in the first 30 - 60 seconds for you to have a chance of being considered for interview. The employer may have hundreds of CVs to look through and only a short time to make a decision.

Don't panic. The 'perfect CV' is a myth; there is no such thing. A good CV is one whose content is closely tailored to the post you are applying for, so your CV should be adapted to meet the requirements of the job description.

An employer wants to know why they should invite you for an interview so it is a good idea to include a short summary of your capabilities and/or a list of your major achievements. This should make an employer want to invite you for an interview. (Don't, however, oversell yourself).

The visual layout of your CV is very important. Even though the wording you use may be correct, if people cannot find the information they want quickly they will move on to someone else's CV. Use plenty of 'white space' in your CV and appropriate headings and section breaks, and ensure that key information is 'boldly' highlighted or underlined.

Try to keep your CV to two pages of A4, unless someone specifically asks you for more detail. Remember that employers do not want to know your whole life history - just enough to decide whether they should interview you or not.

If your CV is not well organised then the reader will find it hard to follow and will not be able to build up a picture of you quickly. Remember the reader will not spend very long looking at your CV. If they cannot find what they want they will not bother to read any further. Keep your sentences short and punchy and use bullet points to break up the text under section headings.

Include enough detail about your previous jobs and experience so an employer has enough information to make a decision. Without sufficient information they might reject your application.

Your CV is your sales document. If it does not tell an employer why they should employ you, then it has failed. An employer will only want to employ you if they can see a benefit in it for themselves.

Double check your CV for errors and spelling mistakes. It is always a good idea to get someone else to check over it for you, or read it backwards - sounds strange but it works!

It is your decision if you want to include personal information which probably will not be relevant to the post you are applying for, for example: age, marital status and if you have children. It is not necessary to include such information but if you do so then think about putting it at the end of your CV.

Work out what qualifications, experience and skills are required for the job. Think of what you have done that match these attributes. Be specific, factual and focused.

It is always a good idea to print your CV on good quality plain white A4 paper. If you prefer to use good quality coloured paper, this can enhance your CV's visual impact but choose a subtle colour. Keep sentences and paragraphs short. Use the past tense. Never mention anything negative or critical; do not include your reasons for leaving a job. You do not normally have to attach a photograph to your CV.

Do not use jargon and abbreviations. Avoid the word 'I'. Use key words or action words e.g. improved, designed, generated or successfully.

When writing about your work history describe your achievements rather than just responsibilities. Include any voluntary or work placements. The employer will be interested in the quality of experience, whether it was paid or not. It is up to you to demonstrate how and why your jobs have given you useful skills that are relevant to the position you are applying for.

Do not belittle or undervalue your experience and do not use humour. You can discuss your existing or expected salary when in interview.

Most jobs require:

- communicating with other people
- working as part of a team
- working under pressure
- being prepared to do your share of mundane tasks.

Make sure you list any skills that will interest an employer, if they are relevant.

Remember your CV should be:

- eye catching
- well laid out
- relevant
- easy to read
- concise
- accurate

and should match the market

## Choosing Your Words

Take care with the language you use because words can convey more than their literal meaning. The list below indicates the sort of words and phrases you should use when you talk about yourself. It is not an exhaustive list, but guidance on the tone you should aim for.

### Positive characteristics

These words are examples of personal attributes often seen as positive and useful in the workplace. Choose those that suit you the most:

Accurate	Flexible	Perceptive
Active	Forthright	Proactive
Adaptable	Friendly	Professional
Approachable		Presentable
Assertive	Genuine	Positive
Astute	Good communicator	Punctual
Attentive		
	Hardworking	Reflective
Calm	Humorous	Reliable
Capable	Honest	Resourceful
Competent		
Confident	Imaginative	Smart
Conscientious	Initiative	Sociable
Consistent	Intuitive	Successful
	Innovative	Supportive
Decisive		
Dedicated	Keen	Tactful
Dependable		Talented
Determined	Leader	Team leader
Diplomatic	Loyal	Thorough
Direct		Tolerant
Dynamic	Mature	Trustworthy
	Motivated	
Eager		Understanding
Easy going	Natural	
Effective	Non-judgemental	Versatile
Efficient		Vigorous
Energetic	Obliging	
Enthusiastic	Optimistic	Willing to learn
	Original	
	Open minded	
	Organised	

## Positive words

These are examples of positive, active words that you could use to describe your responsibilities and achievements:

Accomplished	Negotiated
Achieved	
Administered	Obtained
	Operated
Broadened	Organised
Built	Oversaw
Compiled	Performed
Completed	Planned
Co-ordinated	Prepared
Controlled	Produced
	Programmed
Delegated	Promoted
Demonstrated	Proposed
Developed	Published
Distributed	
	Recommended
Established	Reconciled
Expanded	Recorded
Evaluated	Recruited
	Reduced
Facilitated	Renewed
Formulated	Reported
	Represented
Generated	Reorganised
Governed	Researched
	Resolved
Headed	
	Selected
Implemented	Shaped
Improved	Sold
Increased	Supervised
Introduced	Supported
Launched	Taught
Led	Trained
Maintained	Upgraded
Managed	
Marketed	Won
Motivated	

## Personal Experience List

In the broadest possible way, think if you have had any experience in these fields at any time in the past and use them in your CV or application form. Remember it must be your interpretation.

Account Management	Language Interpretation
Accounting	Marketing Analysis
Administration	Market Research
Advertising	Marketing
Analysis & Evaluation	Media
Book Keeping	Merchandising
Budgeting	Negotiation
Business Communication	Office Management
Business Management	Performing Arts
Career Development	Personnel Training
Clerical	Photography
Client Services	Policy Making
Communications	Presentation
Community Organising	Printing
Community Relations	Production
Computer Usage	Promotion & Publication
Contracts & Agreements	Public Relations
Co-ordination	Public Speaking
Corporate Administration	Purchasing
Cost Analysis	Quality Control
Counselling	Real Estate
Curriculum Development	Reception
Custom Relations/Services	Records Management
Data Processing	Recruiting
Display	Reporting
Drafting	Resource Development
Editing	Restaurant Management
Employee Relations	Retailing
Expense Reduction	Sales
Financial Planning	Secretarial
Forecasting	Special Education
Fundraising	Statistics Analysis
Graphic Design & Layout	Supervision
Interviewing	Teaching
Investigation/Research	Training

## Action phrases ... work history

- ...to boost productivity
- ...to increase efficiency
- Carried out extensive research in...
- Chosen to...
- Co-ordinated...
- Dealt with ... customers on a daily/weekly basis
- Delivered high standards of...
- Developed and implemented ...
- Developed relationships with ...
- Established ...
- Gained in-depth knowledge and experience in/of ...

- Improved ...
- Managed and motivated ...
- Prepared ... presentations and reports for ...
- Reduced ...
- Reported to ...
- Responsible for ...
- Successfully achieved ...
- Successfully implemented ...
- Successfully increased ...
- Successfully introduced ...
- Successfully led ...
- Successfully negotiated with ...

### Describing strengths

Instead of saying 'I am good at', when describing your strengths you could say:

- Skilled at ...
- A skilful ...
- Possessing a degree of ability in ...
- Very/extremely good/exceptional at ...
- An expert in ...
- Excelling in ...
- With the ability to ...
- Competent in ...
- A talent for ...
- Familiar with ...
- Qualified to ...

## Sample CV 1

A N Other  
1 Any Street  
Any Town  
Any Country

Tel: 01111 222333

Email: [anyperson@accountname.com](mailto:anyperson@accountname.com)

### Personal Profile

*Write here roughly 2-3 lines (or more if you require) giving a punchy summary of your skills and experience relevant to the job you are applying for. If you find this difficult (as most people do) start by writing a list of everything you are good at, such as ' good team player', ' punctual', and try to build up a sentence around this. For example you could start with:*

A conscientious, reliable and trustworthy individual able to work on own initiative or as a valuable team player. Dependable, adaptable and flexible with a positive attitude. Quick to learn new skills and disciplines with an exemplary time keeping and attendance record.

### Key Skills

*Write here the key skills you have gained which are relevant for this job. Here are a few ideas.*

- Customer care
- Excellent communication skills
- Ability to make decisions
- Organising and planning skills
- Telephone & image trained
- Team leader
- Computer literate
- PowerPoint skills
- General office skills
- Good telephone manner
- Able to work on own initiative

### Career History

*Here is an example*

**Shop Assistant                      Smiths Shop                      June 04 - September 05**  
Customer relations and customer service, stock control, ordering, accounting, cash handling, supervising, employee relations, retailing and sales, quality control and dealing with company representatives

**Private PA                              Bicks                                      September 05 - September 06**  
Discretion was paramount. Day-to-day dealing with all administration duties to ensure the smooth running of the office. Managed a team of three.

**Title                                      Company                                      Month 00 - Month 00**  
Brief description of job - 3-4 lines.

## Education

### GCSE - 1990

Kings Comprehensive, Tidworth, Wiltshire

English Language	B
English Literature	B
Maths	D
History	E
Sociology	C
Science	E
French	E
Art & Design	C
Home Economics	C

### Further Education

#### BTEC First Certificate in Business & Finance 1990

Sales	Distinction
Communications	Merit
Information Technology	Distinction

#### Diploma in RSA stage 11 Text Processing 2000/2001

RSA Text Processing 2	Pass
RSA Word Processing 2	Distinction
RSA Medical Processing 2	Distinction
RSA Legal Processing 2	Distinction

#### RSA Word Processing 111 2002

Word Processing 111	Distinction
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#### City & Guilds Numeracy & Literacy 2006

Numeracy level 2	(equivalent to GCSE A-C Maths)
Literacy level 2	(equivalent to GCSE A-C English)

## Sample CV 2 (skills based)

A N Other  
1 Any Street  
Any Town  
Any Country

Tel: 01111 222333

Email: [anyperson@accountname.com](mailto:anyperson@accountname.com)

### Professional Expertise and Skills

*Accounts/ Clerical* Experience in cash and credit transactions within a cash system. Assisting with the setting up and maintenance of alphabetical and subject matter filing systems, operation of complex telephone system and facsimile. Computer literacy, knowledge of word processing, spreadsheets and database using Office 95.

*Communications/Public Relations*  
Assisting with detailed planning and organisation of social functions including dinner dances, buffets, wedding receptions and staff recruitment, all requiring excellent communication skills. Canvassing for charity fundraising.

### Work History

1991 - 1997	Part time Administrator
1988 - 1991	Part time Assistant to Hotel Manager
1979 - 1988	Family management and voluntary work, including working in a charity shop and as a school auxiliary helper.
1976 - 1979	Office Junior - Treasury Department, Hackney District Council
1974 - 1976	Telephonist - Export Department, Shaw Carpets Ltd, London

### Education & Qualifications

1997	FOCUS - Word processing course using Word running under Windows 95, gaining a First Class Pass at Intermediate and Advanced level
1996	FOCUS - in partnership with Cricklade College NVQ in Administration Level 2
1963 - 1968	Helena Romanes Secondary Modern School, Great Dunmow, Essex

## Questions & Solutions

### My CV would fill at least four pages

**Solution:** highlight the skills most relevant to the job you are applying for. Detail your recent experience and summarise everything else - your recent activities are more interesting to an employer than what you did years ago.

### My work history is not straightforward

**Solution:** summarise the main themes of your career history under the heading 'profile' at the top of your CV. Organise the skills and experience you have acquired into groupings under appropriate headings, covering the full range. For example, use the headings 'sales' and 'business management' under skills. If you have a wide range of skills, select those that are most appropriate for this job application.

### I've had a lot of jobs

**Solution:** condense your employment record and focus on the skills you have achieved through your experience. Only give details of your most recent and most relevant positions and lump together jobs done 10 or 15 years ago, or in a period when you changed your job frequently, as 'various'.

### I'm changing careers

**Solution:** use the heading 'career objective' at the head of your CV to make your direction clear. Pick out your skills, qualities and achievements that are most appropriate to your career and emphasise these.

### My last job was actually a bit of a step backwards (or sideways)

**Solution:** this is true for many people these days. Avoid drawing attention to it. Put your abilities and achievements in a separate, major section and just summarise the rest of your employment details.

### I've had gaps between jobs

**Solution:** if the gaps include voluntary work, training or relevant experience - travel, for example - put these down as part of your skills, qualifications and experience. Otherwise, giving the year of employment, rather than month or year, would cover short gaps.

### Most of the jobs I've done have been very much the same

**Solution:** concentrate on your key skills and achievements and simply summarise your actual career history. Pay particular attention to the Key Skills section on your CV as a place to bring together all of the achievements and abilities learned over the course of your career.

### I don't have many qualifications

**Solution:** concentrate on what you do have. Emphasise your practical skills and experience; these are often more valuable to an employer than theoretical knowledge anyway.

If your lack of qualifications is becoming a serious handicap to your progress, consider undertaking further training. This can take place in the workplace without the need to go back to full-time education for two or three years. You may also find your existing experience can be counted towards a qualification.

### **I'm overqualified for the job I want**

**Solution:** emphasise the relevant practical skills and experience that you have for the job. Focus attention on your Key Skills section, and choose the skills that fit the job you are applying for.

'Excess' qualifications can be discreetly mentioned in the education section. Highlight, instead, any relevant on-the-job training you have had.

## Preparing for an Interview

If you have been selected for an interview then you have passed the first stage. Your application or CV must have made a good impression. Well Done.

Now you need to prepare yourself to make sure your interview goes well.

Do some research about the business you could be working for:

- What do they do/sell/make?
- Who are their customers?
- What sort of organisation are they?
- What exactly will the job involve?
- What sort of person are they looking for?
- How can you best fit your skills to match the job?

### Plan for the interview

- Who will be interviewing? If it's your prospective manager, the interview could be more detailed. If it's the Personnel Manager, it may be less direct or detailed but could still be testing.
- Will there be a test to take? Find out before the interview and ask for an example of the things you will be asked to do.

### Prepare for questions you may be asked

1. Why do you want to work there?

Good reputation, their good training record, any other positive qualities

2. Why did you leave your last job?

*Explain briefly and honestly. If you were ill, then reassure your employer that you are now well and that you can do the duties required. If you were dismissed, that you take responsibility for your actions and have learnt from the experience.*

3. Have you done this kind of work before?

If not then quickly describe other work experience which will help you learn the job quickly. Tell them the skills you have and how you can use them. Emphasise your interest and enthusiasm to learn.

4. What did you do in your last job?

Describe your skills and duties relevant to the new job, your responsibilities, people you have dealt with, how long you were there, if you were promoted.

5. How long have you been out of work - how do you spend your time?

Describe your job search activity, voluntary work, further education or study, hobbies.

6. Why have you had (a) so many jobs, or (b) only one job?

If you have had a lot of jobs you can mention you wanted to widen your experience in different types of work. If many jobs were temporary, explain that you would rather be in work than out of work.

If you've had only one job you could mention the several different jobs, projects or tasks within your last employment.

7. Why should I take you on?

Be ready for this question, answer it confidently and positively. Describe your skills and experience and how they relate to this job. Reassure the employer that you are hard working, reliable and capable.

8. Aren't you over qualified?

Here you would emphasise you are looking for something fresh/new/different.

9. How do you get on with people?

Describe how you have previously worked as part of a team. Mention that you have the ability to get on with people at all levels. Give examples.

10. What makes a good team member?

Good communication, flexibility, adaptability, co-operation and a good sense of humour.

11. How do you cope with pressure?

Describe the pressures in your previous jobs, using a recent example.

12. What are your strengths & weaknesses?

They should already know from your CV/application form or they wouldn't be interviewing you. But if they ask about weaknesses describe parts of your last job that you found testing, but explain how you overcame any problems e.g. I am always working on improving my IT skills to become a more effective worker. I have recently enrolled on an ECDL course which I'm finding very helpful.

13. What would you like to do in five years time?

Explain that you would ideally like to be working for the same company but to have developed within it.

14. What wage do you expect to earn?

If the wage is negotiable, be prepared to negotiate. The dilemma is 'where to pitch your bid?' Too high and you could price yourself out. Too low and you could lose out. Before your interview find out the wage levels in the company and compare them with your current needs.

15. When would you be available to start?

As soon as possible! Do not put any barriers in the way.

16. Do you have any questions?

You could ask; why is the job vacant? Why did the last person leave? Who do I report to? What training will I do if any? How soon will I hear about the result of my application? How would I be paid?

### Plan the journey

- Do a 'dummy run'; you will get an idea of how long it takes.
- If necessary ask the employer for directions.
- Is there a car park?
- Is the public transport any good to use if you don't drive/don't have a car?

### Think about what to wear

- Give yourself plenty of time to decide what to wear, don't leave it to the morning of the interview.
- You don't have to buy any new clothes, aim for neat, tidy and clean.
- If you look good it will help you feel good, help you feel more confident.

Gather together any written information you may need; CV, references, certificates etc.

Finally, try to get a good night's sleep.

### Before leaving for the interview

- Give yourself plenty of time to get ready.
- Make sure you remember all the relevant paper work.
- If you are unavoidably delayed, you must phone ahead as soon as possible. Explain while apologising and try to get another appointment if you have missed yours.

### On arrival

- Aim to be at least 10 minutes early.
- Give your name to the receptionist or whoever greets you.
- Try to relax and keep calm.
- Chat to the receptionist or whoever greets you. This will ensure that the first thing you say isn't croaked out because you haven't spoken to anyone for an hour.

## The Interview

Firstly accept that the symptoms of nerves - a fast heart beat, clammy hands, and butterflies in your stomach - are all perfectly natural.

**YOU WILL MAKE YOUR IMPRESSION IN THE FIRST FEW MINUTES.**

Once an impression has been formed, it is seldom changed. It is very important to make the first impression work for you. If you are nervous your voice can sound shaky. Don't worry; just breathe deeply and take your time.

Here are some tips which may help you:

#### Do

- enter the room confidently
- shake hands firmly - and introduce yourself
- be polite and friendly
- make eye contact as soon as you meet your interviewer
- appear interested; ask questions as well as answering them
- answer questions as fully as you can; try to avoid yes and no answers
- provide examples of your previous good work
- tell the truth; you will only get caught out if you lie
- ask them to repeat the question if you don't understand
- speak clearly
- be positive; don't be afraid to sell yourself
- always smile

#### Do not

- sit until invited
- fidget and slouch in your chair
- smoke
- swear, even mildly

- criticise former employers
- interrupt
- draw attention to your weaknesses
- exaggerate; stay calm and stick to the facts and what has been asked

Remember that most employers like:

- people who listen
- people who answer questions with examples
- people who are brief in the right places
- people who come prepared
- people who appear confident

Not all employers have had interview training. They may be inexperienced in interviewing people and could be just as nervous as you!

Don't be impatient or let your mind wander if your interviewer keeps you waiting. Keep calm; they will probably have a good reason for this.

If you find yourself being interviewed in unsuitable surroundings like a busy factory, again keep calm and try to do your best. You could ask if you could go elsewhere. Use your judgement in a situation like this, as to whether this request would be acceptable.

## Once the interview is over

While it is still fresh in your mind, think about how your interview went.

- What went well?
- What went badly?
- Were there any questions you found difficult and why?

Did you:

- arrive on time?
- dress appropriately?
- greet the interviewer politely?
- sit well and avoid fidgeting?
- answer the questions fully enough?
- sell yourself?
- describe your previous duties well?
- keep eye contact and smile?
- thank the interviewer for taking the time to see you?

If you are unsuccessful, you can ask for feedback and use this to improve for your next interview. Sometimes the feedback is quite simply the fact that someone else had more experience, rather than something you did wrong in your interview.

## Writing Letters

It is important that your written work makes a good first impression as this will probably be the first contact with the employer. Keep your letter clear and make sure it is readable. Try not to make it too wordy. Your skills and talents need to stand out. Always write a rough draft first, in case you miss anything out.

Always read the skills in the advert that the employer is looking for and make sure that you have included them in your letter. Don't be embarrassed or shy; always be confident that you are the perfect person for this job.

Remember to include your name, address and contact details and the date. Enclose a copy of your CV if requested.

Write clearly and avoid a long word if a short word will do. If you have been unemployed for a while, say how you spend your spare time, for example voluntary work, study etc.

Be honest. Don't say you enjoy bungee jumping if it isn't true; you could be caught out in your interview. Keep to the facts - be positive but don't over sell yourself.

Include a reference number if it is provided; enter it below the salutation (Dear Mr/Mrs/Miss/Ms ...). It is always good practice to find out the name of the person you need to write to.

If you start with: 'Dear Sir/Madam', you always end the letter with 'Yours faithfully'. If you start your letter with 'Dear Mrs Jones', end it with 'Yours sincerely'.

It is imperative to always check your spelling and grammar before sending the letter.

Always be neat - whether the letter is handwritten or typed. Leave plenty of space around the edges and a clear space between each paragraph or section. Use good quality paper and envelopes. Always use a good pen; you don't want your prospective employer struggling to read the words as your pen is running out.

Sign the letter and print your name underneath, to make sure it can be easily read.

**Finally, the golden rule: make sure your letter arrives on time. If your letter arrives late you probably won't even be considered and your time will have been wasted.**

## Applying in writing to advertised jobs

### BLINKS

Require responsible reception clerk/telephonist for busy office.

Hours 9.00am to 5.30pm, Mon - Fri.

Post involves operating a switchboard, dealing with incoming and out going post and acting as first contact point for customers both in person and on the phone.

Experience preferred, but training will be given. Keyboard skills are essential up to RSA 11 Typing. Word processing an advantage.

Apply in writing to Mr Jones, Blinks, 96 High Street, London W1P 2LK

Mr Jones

Your Address

Blinks

96 High Street

Your Phone Number

London W1P 2LK

Date

Dear Mr Jones

I would like to apply for the job of reception clerk/telephonist which was advertised in today's journal.<sup>1</sup>

For the past four years I have worked as a clerk/telephonist with ..... Due to their office move to another part of the country I will be made redundant in two weeks time.

My present job involves general reception and telephone duties in person and by phone. I also:<sup>2</sup>

- Operate the switchboard
- Deal with telephone enquiries
- Deal with the post
- Send fax messages
- Type and word process

Before this job I was a trainee with ..... I have completed RSA 1 and 11 in Business Administration with RSA 1 in word processing. I have always enjoyed working with people and my experience will enable me to work as part of a team and to be an effective representative of your company.

I am available for interview at any time and could start work immediately. References are available from my present and previous employers.<sup>3</sup>

Please find enclosed a copy of my CV for your further information. I look forward to hearing from you.<sup>4</sup>

Yours sincerely

Sign Name

Print Name

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<sup>1</sup> Explain the purpose of the letter

<sup>2</sup> Outline skills and experience, and enthusiasm for the job

<sup>3</sup> State when you are available for interview

<sup>4</sup> Summarise with inclusion of your CV, and end on a positive note

## You may respond to an article. What's stopping you?

### Business is Booming New Firm has £3m orders

European agricultural machine firm has taken £3,000,000 in orders in its first 120 days here in Catterick.

"Eurosaf who make potato harvesting and de-stoning machinery moved to Catterick Industrial estate about 4 months ago. Mr Smith said, "It's going extremely well. We have sold over £250,000 in stock in the first few weeks. The fast expansion of Catterick has meant the appointment of additional staff to deal with our 65 appointed UK dealers. Business keeps expanding and we have found we need more people. We have got four people in our order processing department now, and we may need to employ three more. Eurosaf now have ten staff in Catterick with sales representatives and service engineers working throughout the UK.

Mr Jones  
Eurosaf (Agricultural Division)  
Catterick  
Yorkshire  
DL9 2PS

Your address

Telephone number  
Date

Dear Mr Jones

I noticed in a report in yesterday's Evening Gazette that your company has received several large orders recently and that you may need further staff to help with order processing.<sup>5</sup>

I would welcome the opportunity to be part of a new business and would be grateful if you could consider me for a position in your order processing department.<sup>6</sup>

Enclosed is a copy of my CV. As you will see I have a lot of experience in this kind of work. I have been employed in sales and stock control for the past five years. I also have supervisory experience and was responsible for a team of four in my last job. My two last employers have both said they would be more than happy to give you a reference if requested.<sup>7</sup>

I would be available for work full time or part time and I am available for interview at your convenience. You can contact me either at home or on my mobile.<sup>8</sup> (*give numbers*)

Yours sincerely

Sign your name

Print your name

<sup>5</sup> State where you saw the article

<sup>6</sup> Give your reason for writing

<sup>7</sup> Describe your skills, experience and references

<sup>8</sup> Say when you are available and end on a positive note

## Completing Application Forms

Some employers may ask you to fill out an application form before offering you an interview. Here are some tips for you to improve the chances of your application being read.

- Read the instructions carefully
- Photocopy the form if possible and practise on a rough copy first
- Use a black pen, write neatly and clearly
- Keep the form clean and unfolded
- Follow the instructions exactly, for example complete fully in block capitals
- Answer all questions which apply to you, keep them short and to the point
- Make sure you include all relevant experience and give examples where required
- Avoid short cuts like enclosing your CV and referring to it on the Application Form
- Avoid using words which might put an employer off, such as sacked or dismissed
- Support your application with examples. If you need more space, then attach a separate piece of paper; do not cram everything into the space provided
- Always check your spelling and grammar
- Make sure you have stated clearly which job you are applying for
- Use a large envelope; do not cram your application form into a smaller envelope
- Take a copy for your own records
- Ensure that your completed application form arrives on time