

It's all in how you say it

Often when we are asked to share details of our work we say the bare minimum. Here is a quick example of the impact you make when you don't say enough. This applies to appraisals, one to ones, applications and interviews. Use this quick tool to help you think about how you could improve and how you sell yourself.

How to use:

Fold the page in half and only look at the left hand side

Unfold the right hand side and see the difference

Now look at your CV and see how you can enhance it

This example is too brief. The skill words are too basic. The reader or listener will be asking themselves "so what?"

Work experience

October 2020 to present

The Flying Horse, Bar Staff

- Taking food and drink orders
- Serving customers
- Cash handling
- Cleaning the bar area
- Checking stock levels

Here are the same activities, these have much more impact because they have been expanded to make the skills more explicit. Using power words and verbs show graduate level capabilities

Professional experience

October 2020 to present

The Flying Horse, Customer Server

- Accurately works under pressure to deliver food and drinks orders in a busy bar and restaurant
- Delivers excellent customer service and has repeatedly received positive comments from customers
- Highly developed numeracy skills, responsible for cash handling to the value of £2000 per night
- Proactive in keeping the bar area clean and tidy, working within health and safety guidelines
- Accountable for daily resources and ensuring adequate stock levels, trusted to order required stock from suppliers