

What is a CV?

A CV (short for Curriculum Vitae) is a document which showcases your professional skills and experience to potential employers. Depending on your experience, your CV will typically be 1 - 2 pages in length.

What is the difference between a CV and a resume?

Technically, a resume is a one page summary of your work experience and background relevant to the job you are applying to, whereas a CV is generally a longer and more detailed document that includes all your experience, certificates, training and education.

However, in New Zealand CV and resume are used interchangeably and generally mean the same thing.

What makes a good CV?

A good CV includes a high-level summary or overview of your work experience, any formal training you have received (other than regular training you receive from your boss or colleagues during your time at a job) as well as any education, qualifications or certificates, you may have.

It is important to summarise your experience and to highlight key achievements which are relevant to the job you are applying for, i.e. if you are applying for a front-of-house position at a cafe, you should highlight any experience you have which will showcase you are a good candidate for the role. For example, if you have received formal barista training, this would be a great skill to highlight to your potential employer. Even without specific training, you should highlight any roles during which you performed similar duties to those included in the role you are applying for, or any skills which may help.

Another example would be if you have worked in any customer service role previously (for example in a supermarket, call centre, cafes, bars, retail stores), this will show you have customer service experience which is essential in a front-of-house role and will be seen favourably by an employer.

What crucial information must every CV have?

Your personal/contact details. This will include your name, physical address (this is required for an employment contract if you were to be offered a role), email address and phone number. This is so the employer can contact you if they would like to progress your application.

Hints:

- Make sure you have a professional email address! Ideally an email address such as `firstname.lastname@gmail.com` is ideal.
- Make sure you have your voicemail set up on your mobile phone. This is important if the potential employer calls you to set up a meeting or interview and you miss the call.
- Be sure to frequently check your emails and your phone when applying for jobs. You may be contacted at any time (usually within business hours) by a potential employer, so it's best if you are easily reachable. This will also show them you are reliable if you return their emails/calls in a timely manner.

A summary of who you are including your Iwi affiliation, if applicable. This is a short summary to explain who you are and to separate you from other applicants. This may include where you are from, your Iwi and Hapū, and who you are as an individual.

Your previous work experience, if applicable. If you are applying for your first job, you should include any experience which will show you are a dedicated and reliable person. For example, if you took part in Duke of Edinburgh, or if you volunteered at any time you should include this to show you have previously had responsibilities and commitments which you stuck to.

Your previous education. This could include high school, and tertiary education (including, but not limited to polytechnic or university studies, cookery or baking schools, barista or bartender training or any online courses which you have completed.)

Your soft skills/strengths. These are skills which are part of who you are as a person/worker. For example, being a team player, hard worker, reliable, great with people, etc. These are your strengths and show a potential employer the type of person you are and what you would bring to the role if they were to employ you.

Your interests. This should include hobbies such as sports, musical instruments you may play or cooking/baking in your spare time.

Your references. Please refer to the 'References' section of this Q+A.

What are employers looking for in a CV?

Employers may have many CV's to review for a role, so they will be looking for key skills which are relevant to the role which they are recruiting for.

Employers will note in a job ad or posting the skills which they are looking for. It is a good idea to highlight as many relevant skills as you have, while remaining completely truthful! It is critical that any information you include on your CV is factual and accurate, as any potential employers will contact your references to verify the information you provide on your CV.

It is ok if you do not have every skill an employer is looking for. The interview process allows you to put your best foot forward. If you are a good fit for a role, you will move forward in the recruitment process.

Should I put my headshot on my CV?

The purpose of your CV is to provide an overview of you as a professional to help determine whether you're suitable for the job you're applying for. In hospitality, what you look like has no bearing on your ability to perform the job. It is appropriate to include a professional portrait on your LinkedIn profile, should you have one.

Does my CV need to be bilingual?

This is not necessary, however it can be a way to show employers who you are as a person.

What should I do to make it 'stand out' to an employer?

While it's good to make your CV visually appealing, it is important to keep the formatting relatively simple. Where possible, ensure your CV is as easy to read as possible, while highlighting the key points the employer is looking for.

How should I format my CV?

There are many great and freely available CV templates available. You should use simple and easy to read fonts while avoiding using images and tables within your CV.

A [downloadable CV template](#) is available in our resources.

Who should my references be?

Your references should be someone who can attest to your work ethic, work style and who you are as a person. Ideally this person will be:

- A former employer (i.e. a previous manager) as they will be able to explain in detail the role(s) you had with their company and how you performed the role(s).
- A former colleague, as they will be able to explain how you were to work with and what you achieved in your time with the company.
- A previous teacher/professor/lecturer/instructor as they can attest to your learning abilities, dedication and other characteristics which are important to the workforce such as reliability, ability to learn quickly as well as professional skills you learned while receiving their training.

Should I include my referee's details on my CV?

Yes, this section should only include the referee's name, contact details (i.e. phone number and/or email address), role in which you knew them (i.e. previous manager) and the company or organisation they work for.

Why do I need to provide a CV?

When employers post a job ad on their website, social media channels or job websites, the first step of the recruitment process is for people who are interested in the role to provide their CV. It is useful to have your CV up to date and readily available when you are job hunting, as you never know when a job opportunity may arise!

Should I include my social media channels/handles on my CV?

No. It is appropriate however to include a LinkedIn profile (if you have one), as this is a professional social media profile which highlights your work experience, rather than anything personal. You should not share your Facebook, Instagram, Twitter or other details on your CV.

Should I include my previous pay/salary on my CV?

No. The pay for the job will usually be included in the job posting, however you can ask the hiring manager (usually listed on the job ad) what the expected pay is for the role prior to applying, otherwise this is something you can ask about if you are invited to an interview.