



Thank you for joining us for our easy-to-read newsletter. We hope this newsletter will be a valuable tool to assist you in your employment searches and your career development.

RESUME (CV) TIPS

One page. Try to restrain your CV to one page. The layout is extremely important in the employer’s choice. The CV should be simple, easy to read, straightforward and should respond to the job requirements. Writing too much may give the perception that you have a lack of discernment or that you are unable to control your content.

Success. Companies are interested in already successful candidates, who contribute to the company’s success. Be sure to mention in your CV all your previous job achievements and how you saved money for the organisations. Do not hesitate to show your assets, but always be honest.

INTERVIEW TIPS

Be sure to answer what you’ve been asked. Provide straightforward answers and try to remain in the scope of the question. Employers evaluate the job’s technical competencies, but also the ability to answer questions precisely.

Be flexible. When you enter in the office of a head-hunter or an employer, do not forget that your target is to get a job. Maximize your chances to make a positive impression by being flexible towards the hiring process and by keeping your professionalism at all times. Be conscious that most of the times you will go through several interviews, some of them by telephone and others with different supervisors and managers of the organisation. Do not be surprised if you are asked to take a few personality, qualification or language tests. The employer will invest in the selection process to assure that you will fulfil the requirements of the job and that you will stay with the company for a long time.

CUSTOMER SERVICE TIPS

Know where to find the information. Whether you have been with the company for 5 years or 5 months, not knowing everything is normal. But you have to know where to find the information. Never give the customer incorrect or incomplete information. If you do not know the answer to a question or if you have a doubt, put the customer on hold and verify in your knowledge database, or go to the source in order to give him or her the answer quickly. If your company does not have a knowledge database, you may start your own in Excel or Word and classify the information by category according to the most often asked questions.

Apologize. Put yourself in the shoes of the customer and show empathy. We too often relate apology with the acceptance of guilt. To apologize is to take the responsibility to move forward. By telling the customer we are sorry, we put him or her on our side. It is hard to be mad at someone that apologizes. The next step is to reassure the client and find a solution. Without the assurance of being able to help, the apology is not as powerful.

EMPLOYEE TIPS

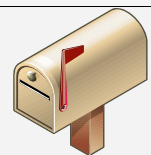
New position or responsibilities? – Be patient: the first month in a company or in a new position can be difficult, but you have to adapt to the new environment, there is no perfect job. Give yourself time to process all the new information and procedures. Visualize your long term development and not only the immediate growth. New knowledge is always hard to assimilate at the beginning, but in time, you will know it by heart.

Communicate in an objective manner: Never take a decision or send an email when you are upset. Do not express an opinion with frustration. People will remember the tone of your anger and not your message. If you have strong emotions, wait until you calm down before answering, it does not matter if it takes one hour or a whole day. Business decisions should be based on facts and not emotions.



QUOTE OF THE DAY

The biggest celebration is to get through difficult times and to see all that we have learned.



IMPRESS PLUS NEWS

Our new website is now online! Come and visit us!

IMPRESSIVE CUSTOMER SERVICE TRAINING

Register now to take advantage of our Pre-Christmas discounts for our group or individual training (coaching) on **“Impressive customer service”**. [\(follow this link\)](#).

Coming soon:

The launch for our Impressive Companies directory on our new website! Only companies with an impressive customer service will be listed. Consult it to find places where you will be treated better than anywhere else!