

Guide to Applying for Jobs in Australia

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Job Guide ① Job Advertisement Analysis

- When you have found a job advertisement that matches your skills, qualifications, experience, and interests; copy, and paste it into MS Word.
- Research the company and add any details that are missing (refer to checklist on next page).
- Identify the Benefits, Job Details, Key Selection Criteria (KSC) and any other key words, using different colours, underlines or text fonts.

Job Advertisement:

Husky Cafe Windsor is undergoing an expansion and refurbishment, incorporating woodfired pizza, a late-night bar lounge and sophisticated upstairs bar-dining experience, to join our already well established and vibrant street corner cafe.

We seek a barista with considerable experience to take up a full-time position with our cafe crew.

Applicants should be highly experienced both behind the bar and on the floor, able to make an average 6kgs+ of beautiful coffees per shift on your own and preferably possess bartending/cocktail making experience.

You should have a cheerful, friendly personality that would interact comfortably with our clients while delivering a high level of service.

Flexible hours are on offer, but you are expected to be available for a mix of days, nights and weekends.

Job Type: Full-time Salary: \$24.00 to \$36.00 /hour

Experience:

- al a carte (table service): 1 year (Preferred)
- coffee making: 4 years (Preferred)



Key Language:

Benefits

Job Details

Selection Criteria

Other Key Words

Interpretations:

Sophisticated – classy, high quality, professional

Well Established – many years of operation

Both (bar / floor) – not just a coffee making job

Cheerful/Friendly – high expectation to smile and think about others all the time

\$24 - \$36 – you will get the lower amount first

Flexible hours, but available for a mix a days – you must be available, when needed (i.e. 24/7)

Job Guide ① Job Advertisement Analysis

- The graphic below shows the links between the key language found in a Job Advertisement to where it is utilized a Cover Letter and Resume.
- Understanding these links will improve your ability to effectively identify key language and use it to create your application documents.
- Review this page when reading **Job Guide ③ “Addressing the Key Selection Criteria”**.

Cover Letter
Your Name, Address & Contact Details
Date (before closing date)
Their Company Name & Address
Dear Sir / Madam,
Job Application: Job Title (Job ID#)
What job, where did you find it and why apply? (include your career goals and the job's benefits)
What relevant skills and experience do you have?
What relevant qualifications do you have?
What other general skills, attributes, and attitudes (work ethic) do you have that could add value?
State that resume is enclosed / attached.
Request an interview at their convenience.
Thank them for their consideration.
Yours sincerely,
Your Full Name

Job Advertisement
Job Title
<ul style="list-style-type: none"> • Position Name • Job ID Number
Benefits
<ul style="list-style-type: none"> • Positive Points • Bonus Offerings
About the Company
<ul style="list-style-type: none"> • Business Type / Industry • Location • Achievements • History
About the Job
<ul style="list-style-type: none"> • Reason for vacancy • Who to report to? • Responsibilities / Tasks
Selection Criteria
<ul style="list-style-type: none"> • Technical & General Skills • Related Experience • Qualifications / Knowledge
How to Apply
<ul style="list-style-type: none"> • Contact Details • Instructions (format, KSC, referees) • Closing Date

Resume
Your Name, Address & Contact Details
Career Objective: What job do you want and why? (include your career goals and the job's benefits)
Key Strengths: Essential Skills, Knowledge & Experience Other value adding general skills & attributes
Qualifications: Date Completed Qualification Title Education Provider Name Location (City, Country)
Employment History: Date – Date (Years of Experience) Position Title Responsibilities / Tasks
Referees: Full Name Position Title Company Name Phone # Email Address

Job Guide ② Job Advertisement Checklist

- When you have found the right job, it is important to ensure that all the necessary information has been provided.
- Use the following check list to confirm which information is provided:

Job Advertisement Checklist				
<input type="checkbox"/> Advert ID Info	<input type="checkbox"/> Job Title	<input type="checkbox"/> Job ID Number	<input type="checkbox"/> Business Name	<input type="checkbox"/> Industry / Market
<input type="checkbox"/> Employment Type	<input type="checkbox"/> Full Time	<input type="checkbox"/> Part Time	<input type="checkbox"/> Casual	<input type="checkbox"/> Hours / Days
<input type="checkbox"/> Main Benefits	<input type="checkbox"/> Pay Range <input type="checkbox"/> Location	<input type="checkbox"/> Type of Work <input type="checkbox"/> Opportunities	<input type="checkbox"/> Flexible Hours <input type="checkbox"/> Culture	<input type="checkbox"/> Company Stability <input type="checkbox"/> Well-known
<input type="checkbox"/> Business Profile	<input type="checkbox"/> Who are they? <input type="checkbox"/> What do they do? <input type="checkbox"/> Where are they located?	<input type="checkbox"/> What is their history? <input type="checkbox"/> What is their workplace culture? <input type="checkbox"/> What are their values (EEO, WHS, Diversity, etc.)		
<input type="checkbox"/> Job Description	<input type="checkbox"/> Main Tasks <input type="checkbox"/> Job Location	<input type="checkbox"/> Who to report to? <input type="checkbox"/> Why is the job vacant?		
<input type="checkbox"/> Selection Criteria	<input type="checkbox"/> Skills (Technical & General) <input type="checkbox"/> Knowledge / Qualifications	<input type="checkbox"/> Experience / Abilities <input type="checkbox"/> Attributes / Other:		
<input type="checkbox"/> How to Apply	<input type="checkbox"/> Who to contact? <input type="checkbox"/> Application closing date	<input type="checkbox"/> Documents Required / Format Type <input type="checkbox"/> Applicant Restrictions (Visa Type, Citizen, etc.)		
<input type="checkbox"/> Further Details	<input type="checkbox"/> Company Website	<input type="checkbox"/> Contact Person (phone number / email)		

If there is any information not provided, research the company to fully understand how the company has grown and its strategic direction, the work culture, their values, and expectations. This information is extremely important when explaining why you are applying in your cover letter and in the interview.

Plus, mentioning details that are not included in the advertisement will favorably impress your future employer and emphasize your keen interest in becoming a value adding team member in their company.

Job Guide ③ Addressing the Key Selection Criteria (KSC)

Before reading this guide, it is best to understand the previous guide “① Analyzing a Job Advertisement”.

1. Copy and paste each criterion from the job advertisement into the boxes in first column of the table.
2. When drafting your responses, detail all relevant skills, knowledge or experiences that demonstrate your ability to fulfil each requirement. If you do not have these, it is best to give examples of how you have continued to develop in those areas and express your willingness to continue learning.
3. When writing your final responses, summarise your draft notes, but ensure to structure your ideas logically and that your explanations are clear and concise.
4. To review, check for correct grammar and punctuation, and compare the previous columns to ensure adequate use of the advertisement’s key wording.

Job Advertisement →	→Draft Response	→ Final Response
<p>Copy and paste the KSC from part/s of the job advertisement into each box below.</p>	<p>List examples of how you meet the KSC. Describe relevant skills, knowledge, experience, and personal qualities, you have.</p>	<p>Summarise one or more of your examples, in 60 - 120 words, of how you demonstrated the KSC.</p>
<p><u>well established</u></p> <p><u>both behind the bar and on the floor</u></p> <p><u>bartending/cocktail making experience</u></p>	<p>Barista & bartending experience Serving cocktails</p> <p>Stable / well-established café</p> <p>Expanding / Growing place</p> <p>Need more skills (reason for applying)</p>	<p>Last year I joined a new café and trained the new staff in all aspects of running the day to day operations. I am now looking for an expanding well-established café to further develop my multi-tasking skills for <u>both barista and bartending</u>, specifically in serving <u>cocktails</u>.</p>
<p>We seek a <u>barista</u> with <u>considerable experience</u></p> <p><u>able to make an average 6kgs+ of beautiful coffees per shift</u></p> <p><u>coffee making: 4 years (Preferred)</u></p>	<p>Mc Café – 6 years, 10 kgs of coffee /day</p> <p>Crown Casino Barista and coffee decoration course</p>	<p>I have over <u>six years of coffee making experience</u> in a fast-paced, <u>team-oriented cafe</u>, where I have been able to perfect my artistic skills in creating love heart, mickey mouse and rose designs on various coffees. My current performance rate is delivering <u>10 kgs of beautiful coffees per shift</u>.</p>
<p><u>Client Experience</u></p> <p><u>our cafe crew</u></p> <p><u>cheerful, friendly personality</u></p>	<p>Voted No. 1 at Crown Casino - excellent customer service</p>	<p>I am well-known for my <u>cheerful and friendly personality</u>, and was recently voted No.1 at Crown Casino for ensuring excellence in <u>client experience</u> in both the <u>café and bar</u> areas.</p>

KSC = Key Selection Criteria

Job Guide ③ Addressing the Key Selection Criteria (KSC)

- If you are required to respond to a list of questions or detailed statements, use the following technique but create a separate word document.
- The same technique is required when responding to similar questions during an interview.
- When formulating your responses, ensure to use the key language from the job advertisement.

When addressing **behavioural type*** questions (i.e., Describe a time when you...?) use the following 'STAR' method to structure a logical response.

S – Describe the situation / background

T – Detail the required task / responsibility

A – Outline the action/s you took

R – Detail the result and what you learned

Example:

Describe a time you had to work with a difficult team-mate?

S – Just recently a new crew member joined us, and after two days they became lazy and refused to clean the floors when closing the shop.

T – The floors had to be cleaned as it is our company's policy and failure to do so will negatively affect everyone's health & safety.

A – I approached the person in a cheerful, friendly way and explained the company's policies and rules. When the person continued to refuse, I reported the matter to the supervisor.

R – Unfortunately, due to their poor attitude, the new employee had to be released. It was not a pleasant experience, but I know that following company policies is key to ensuring a safe and healthy workplace and improving the overall quality of our customer's experience.

Important Note:

* *Prospective employers will use your responses to such Behavioural Type questions (i.e., judging your past behavior) to predict your future behavior and attitudes. Your responses will tell employers how well you will integrate into their company's culture, workplace, and work teams; and how you will most likely react to certain negative or hazardous situations (i.e., conflicts, disasters) and further identify your problem-solving abilities, leadership, and communication skills.*

Job Guide ④ Writing Cover Letters

(ONLY TO BE USED AS A GUIDE)

Your Full Name
City 0000 VIC
M: 0000 000 000
E: professional@email.com

Date: 00th Month, 2020

Company Name
Address

Dear Sir / Madam,

Ref: Job Application (**Position Title**) ID: ##### (include job ID number if necessary)

Thank you for the opportunity to demonstrate my ability to bring value to your organisation in the above-mentioned position. I am currently seeking a (1 or 2 benefits) role in (type of company / industry) to further advance my career.

I have extensive experience working within (type of company / industry), in roles that have required (skill1) and (skill2) skills to (2 or 3 related to the job tasks required for this job).

In addition to my experience, I am competent in, (doing 3 – 4 other tasks related to this job).

I am also a very (type of worker), who is (describe your attitude towards work and how you approach work). I enjoy (doing 2 – 3 highly regarded tasks that relate to this job).

My qualifications include: (list relevant certificates, qualifications - only.).

Thank you again for the opportunity to apply for this position.

I look forward to meeting with you in the near future to discuss my potential in this role.

Please feel free to contact me on: 0000 000 000 to schedule an interview at your convenience.

Yours sincerely,

Your Full Name

Do not include your full address, so you can protect your privacy.

Do not use your University email or QQ email. If you use Gmail, Yahoo, Outlook, or other, employers will perceive your English skills to be very good English skills.

Do not include your date of birth, age, marital status, or nationality.

Do not mention 'earning money' as a benefit.

Colour Codes:

Your details

Job Details

Benefits

Key Selection Criteria

Job Guide ⑤ Writing Resumes

CHINESE NAME (ENGLISH NAME)

City 0000 VIC

M: 0000 000 000 / E: professional@email.com

CAREER OBJECTIVE

This provides the reason you are applying for this position. Your summary includes some of the **benefits** offered by the job / company and shows the connection between your studies and experience with this job, company and/or industry. This description should be a max of 3 – 4 lines.

KEY STRENGTHS

- List required technical skills or knowledge as ordered in the **selection criteria**.
- List employability skills as ordered in the selection criteria or job advertisement.

Structure:

Skill Name – level of ability + action verb + 2 or 3 tasks relevant to a particular job type or industry

Use 'action verbs' for job tasks

Ensure to reflect these in your Employment History (duties/responsibilities) as proof of use or development

QUALIFICATIONS

YYYY **Qualification Name**, Educational Institute Name, City

ACHIEVEMENTS

- List any significant value adding contributions you have made to any company or organisation.
- Try you include all those with a real \$\$ outcome, in added value, profit or savings.
- Ensure to reflect these in your Employment history (**duties/responsibilities**, or a separate section).

EMPLOYMENT

Position Title (Part Time/Full Time/Casual) Company, City

MM YYYY – MM YYYY

Write a brief outline of all the **duties/responsibilities** you had in this job - *try to include job tasks that relate to the job and industry you are applying for – but ensure they must be true.*

REFEREES

*If sending your resume to an **employer**, use option ①; however, if sending it to a **recruiter** use option ② but only for referees in Australia. For employers who live outside Australia and have a good command of English, include a reference letter as well.*

Option ① “Referees are available upon request.”

Option ②

Referee 1 Full Name

Position Title

(Relationship, e.g. Supervisor)

Company

M: 0000 000 000

E: referee1@email.com

Referee 2 Full Name

Position Title

(Relationship, e.g. Supervisor / Co-worker)

Company

M: 0000 000 000

E: referee2@email.com

If your resume is more than two pages, include a footer with the following:

CV – Your Name

M: 0000 000 000

Page 1 of 1

Job Guide ⑥ Interview Preparation

Before your interview – know what types of questions to expect, why they are asked and how to answer them; and most important – practice!

Objective	Common Questions	Reasons for Asking	How to Prepare
<p>Why?</p> <p>Why do you want this job?</p>	<ul style="list-style-type: none"> Why did you apply for this job? What do you know about our company? How is this position part of your career goals? Why do you want to work for us? 	<ul style="list-style-type: none"> To reveal your true motivation and interests To confirm if you will be satisfied in the role To see if you have long-term career goals To confirm if this job matches you To check your interest in the company 	<ul style="list-style-type: none"> Review the job advertisement Research the company (history, about, mission, achievements, direction). Be able to explain why you are interested; and how the job and company is matched to your career.
<p>Can?</p> <p>Can you do the job?</p>	<ul style="list-style-type: none"> Why are you the best person for this job? Can you tell me/us about your work history? What do you know about (a specific job task / industry)? If successful, what can you bring to this role? What is your experience in (doing something related to the job)? 	<ul style="list-style-type: none"> To confirm if you meet the job requirements To ensure you haven't lied about anything To confirm your skills and knowledge To confirm if you have the right mix skills, qualifications and attributes for the position To assess you for future positions 	<ul style="list-style-type: none"> Review your cover letter and resume Understand all the job requirements Be able to state clearly how your skills, knowledge, attributes & experiences are linked to the job requirements. Always end responses on a positive point – your positivity will be noted
<p>Will?</p> <p>Will you add value or cause problems?</p>	<ul style="list-style-type: none"> How do you motivate others who work too slowly? Describe a time you had to resolve a conflict? How do you deal with difficult team members? How would you feel if your supervisor is younger than you? Can you explain the gaps in your employment? What is your experience in working in diversity? How do you maintain your professional currency? If employed, what will you have achieved in five years' time? What was a challenging situation you have faced? How do you solve problems with many options? How do you work under pressure and within strict timeframes? What would your past employer or workmates say about you? 	<p>Interviewers will often ask behavioural type questions, which is a method of judging your past behaviour to predict your future behaviour.</p> <p>These questions aim to reveal any past negative issues you could potentially bring into your new job and workplace.</p>	<p><u>Value Adding</u></p> <p>To determine if you can integrate smoothly into the workplace, learn quickly, and contribute.</p> <p><u>Risk / Problems</u></p> <p>To determine if you are lazy, take many sick or other leave days, quit too soon, not get along with others, always must be told what to do, or have bad time management skills.</p> <p>Use the STAR method for responding to behavioural type questions:</p> <p>S Describe the work situation</p> <p>T Outline the required task/s</p> <p>A Detail the action/s you actually took</p> <p>R Describe the results (+ & -) & what you learned from the experience (<i>a positive self-reflection for ongoing development</i>).</p> <p><i>Never speak about any employer or co-worker negatively – no matter what they did. Deal with your past, forgive and move forward – with a positive attitude.</i></p>

Job Guide ⑥ Interview Preparation

Before your interview - know where you're going, what you're going to say and how you are going to present yourself; and most important – practice!

Before	Upon Arrival	During	At The End
<ul style="list-style-type: none"> ▪ Plan to leave 30 minutes earlier ▪ Have your clothes ready ▪ Set your alarm clock ▪ Practice articulating your responses ▪ Be clean and well groomed ▪ Ensure you have reliable transport ▪ Know how to get to the interview ▪ <u>Dress Code – Blue Collar Jobs:</u> (Trade, Labourer, Cleaner, etc.) Neat Casual (Sunday Best) ▪ <u>Dress Code – White Collar Jobs:</u> (Officer, Manager, reception, etc.) Formal Suit / Dress or Skirt & Blouse <p style="text-align: center;"><u>Interview Strategies</u></p> <ol style="list-style-type: none"> 1. Structured – Questions are designed around the selection criteria and your responses are compared with other candidates. 2. Panel – Each member has a different reason for being there and will bring a different perspective – there is less chance of bias 3. Informal – Often structured, designed to get you to relaxed so they get to see the 'real you'. 4. Group – Several candidates are brought together, and you are asked to participate in a group activity. 	<ul style="list-style-type: none"> ○ Arrive 10-15 minutes early ○ Be polite to the receptionist ○ Do not go for a smoke ○ Wait patiently and quietly ○ Be relaxed, but never slouch ○ Look ready, be ready ○ Turn off your mobile phone ○ The reception area is not an extension of your lounge room. ○ There are no excuses for being late ○ In small companies, usually the receptionist is asked for their opinion of what they thought if you. ○ If you were impolite and unpleasant, the receptionist will exaggerate what you said and how you behaved. ○ If you arrive early, complain to the receptionist or use the time to finish dressing yourself (i.e. putting on make-up, tying your tie, polishing your shoes, etc.). This will be noted and repeated. 	<ul style="list-style-type: none"> • Greet your interviewer/s with a handshake • Remember their name/s and use them • Listen actively with interest • Do not interrupt or talk over the interviewer • Do not fidget with your hair or hands • Keep balanced eye contact • Use positive body language that conveys interest, openness and friendliness. • Speak clearly and concisely. • Respond briefly with full sentences. • Don't take too long to respond • End responses with a positive point. • Match your communication style to your interviewer's – in most cases, this relaxes them, and they are more likely to employ someone they can communicate easily with. • A firm handshake conveys a hard and dedicated worker. • A soft/limp handshake conveys the opposite. • Looking away while responding indicates that you are lying. <p>If your responses are not clear, concise and complete, this confirms:</p> <ul style="list-style-type: none"> • You don't understand the question • You cannot do the job and are lying • You have poor communication skills 	<ul style="list-style-type: none"> ○ Always ask 1 – 3 questions ○ Avoid any talk about money ○ Confirm why you're the best ○ Leave a positive impression ○ Thank the interviewer/s for their time ○ Leave with a handshake ○ Thank the receptionist ○ Maintain a positive attitude and smile ○ Only talk about the interview when you are far away ○ Questions show your level of interest and amount of knowledge about the job and company ○ Do not ask any questions about the salary \$\$ - although you need it to survive, the question/s will be thought of as your only motivation. ○ Addressing the interviewers by their names shows your attention to detail, listening skills and ability to build relationships. ○ Not thanking the interviewer/s and giving them a handshake, is considered rude and conveys you can't wait to get away ○ Send an email to thank them again ○ Follow up in 2 – 3 days with a phone call

Glossary of Key Language

Benefits – these are any aspect of a job that satisfies your personal needs and/or provides access to things you value. Addressing these reveals your needs and motivations to the employer and help to form the reason for applying.

Career Goals – these clarify your career direction and guide you in working towards achieving your ‘dream job’.

Experience – this includes completing job specific and related tasks in the same, similar or industry relevant jobs.

Interests – these are based on your personal values, beliefs, desires, and subject areas that naturally motivate you.

Job Details – these are pieces of information, which clarifies the background, work environment and job requirements.

Key Language – these are any job specific, and industry related words, collocations, expressions, or terminology used in the job advertisement. Candidates who use these throughout their job application documents, make it easier for employers to scan and identify the selection criteria to assess their suitability.

Knowledge – this may include informal training (on-the-job, life’s experiences) and/or formal training (qualifications, certificates, etc.).

Selection Criteria – these are specific job requirements that are either essential (must have) or desirable (would prefer) skills, knowledge, and experiences. Candidates should clearly, concisely, and completely address these when preparing their application documents. They are also used as a checklist during the shortlisting process to identify more suitable candidates.

Skills – these are either technical (job specific) or transferrable (valued by all employers, known as employability skills).

Action Verbs for Job Tasks

Action verbs provide instant information and are often the first **words** that hiring managers see after your name. Doing your research and using industry-specific **action verbs** will make it easy for hiring managers to see what they want on your resume and prompt them to spend more time reading through your skills (*Undercover Recruiter 2021*).

1. ACCEPT- To receive; to regard as true, proper, normal, inevitable.
2. ACCOMPLISH- To execute fully; to attain.
3. ACCOUNT- To give a report on; to furnish a justifying analysis or explanation.
4. ACCUMULATE- To collect- to gather.
5. ACHIEVE- To bring to a successful conclusion.
6. ACKNOWLEDGE- To report the receipt of.
7. ACQUIRE- To come into possession of.
8. ACTIVATE- To mobilize; to set into motion.
9. ACT- To perform a specified function to carry out a purpose; to exert one's powers in such a way as to bring about an effect.
10. ADAPT- To suit or fit by modification.
11. ADD- To affix or attach to; to perform mathematical addition of figures.
12. ADHERE- To give support or maintain loyalty; to be consistent; to hold fast or stick; to bind oneself to observance; to follow closely; to carry out without deviation.
13. ADJUST- To bring to a more satisfactory state; to bring the parts of something to a true or more effective position.
14. ADMINISTER- To verify, secure and ensure compliance with policies.
15. ADMIT- To permit to enter or to join.
16. ADOPT- To take up and apply or put into practice; to accept, as a report.
17. ADVANCE- To bring or move forward; to accelerate the growth or progress of; to raise to a higher rank; to promote; to bring forward for notice, consideration, or acceptance; to make progress; to raise in rate.
18. ADVISE- To recommend a course of action (not simply to tell or inform); to offer an informed opinion based on specialized knowledge.
19. ADVOCATE- To recommend or speak in favour of.
20. AFFIRM- To assert positively; to confirm; to ratify.
21. AFFIX- To secure an object to another; to attach.
22. AID- To help or assist; to give help or assistance to.
23. ALIGN- To arrange in a line; to array.
24. ALLOCATE- To set apart or earmark.
25. ALLOT- To assign as a share.
26. ALTER- To make different; to modify.
27. AMMEND- To change or modify for the better.
28. ANALYZE- To separate into elements and critically examine to arrive at a conclusion; to study the factors of a situation or problem in to determine the solution or outcome.
29. ANTICIPATE- To foresee events, trends, consequences, or problems and deal with, in advance.
30. ANSWER- To speak or vote in reply.

Action Verbs for Job Tasks

Action verbs provide instant information and are often the first **words** that hiring managers see after your name. Doing your research and using industry-specific **action verbs** will make it easy for hiring managers to see what they want on your resume and prompt them to spend more time reading through your skills (*Undercover Recruiter 2021*).

31. APPLY- To put to use for a purpose; to employ diligently or with close attention.
32. APPOINT- To name officially.
33. APPRAISE- To give an expert judgment of worth or merit; to evaluate as to quality, status or effectiveness.
34. APPROPRIATE- To take exclusive possession of; to set apart for or assign to a particular purpose or use; to take without permission.
35. APPROVE- To accept as satisfactory; to exercise final authority with regard to commitment of resources; to sanction officially; to ratify (thereby assuming responsibility for).
36. ARBITRATE- To act with defined authority to resolve a dispute.
37. ARRANGE- To prepare for an event; to put in proper order; to form or fit into a systematic whole.
38. ARTICULATE- To pronounce distinctly; to express in coherent verbal form.
39. ASCERTAIN- To find out or discover through examination; to find out or learn for a certainty.
40. ASSEMBLE- To collect or gather in a predetermined order from various sources.
41. ASSERTS- To state or declare positively.
42. ASSESS- To determine value of; to evaluate.
43. ASSIGN- To specify or designate tasks or duties to be performed by others; legally to transfer or make over to another.
44. ASSUME- To undertake; to take for granted; to take to or upon oneself.
45. ASSURE- To state confidently; to make certain of; to confirm.
46. ATTACH- To connect; to bind or affix to; to fasten; to tie.
47. ATTAIN- To come into possession of; to arrive at.
48. ATTEND- To be present for the purpose of contributing.
49. AUDIT- To examine officially with intent to verify.
50. AUTHORIZE- To approve; to empower through vested authority.
51. AVERT- To turn away or aside; to see coming and ward off.
52. AWARD- To confer or bestow.
53. BALANCE- To compute the difference between the debits and credits of an account; to reconcile accounts; to arrange or prove so that the sum of one group equals the sum of another.
54. BATCH- To assemble into a group for one operation.
55. BUDGET- To plan expenditures.
56. BUILD- To construct.
57. CALCULATE- To make a mathematical computation.
58. CALIBRATE- To check, adjust or standardize the graduation of.
59. CALL- To communicate with by telephone; to summon; to announce.
60. CANCEL- To mark out; to invalidate; to strike out, cross out, or revoke.

Action Verbs for Job Tasks

Action verbs provide instant information and are often the first **words** that hiring managers see after your name. Doing your research and using industry-specific **action verbs** will make it easy for hiring managers to see what they want on your resume and prompt them to spend more time reading through your skills (*Undercover Recruiter 2021*).

61. CAPITALIZE- To write or print with an initial capital or in capitals; to convert into capital; to compute the present value of; to supply capital for.
62. CARRY OUT- To put into execution; to bring to a successful issue; to continue to an end or stopping point.
63. CARRY- To move something or someone from one place to another, using the hands.
64. CATEGORIZE- To group something based on comparison.
65. CERTIFY- To confirm as accurate or true.
66. CHART- To draw or plot data (as on a graph); to make a detailed plan.
67. CHECKS- To verify; to compare with a source for verification; to examine.
68. CIRCULATE- To pass from person to person or place to place; to disseminate.
69. CLARIFY- To make easier to understand; to explain.
70. CLASSIFY- To arrange or organize according to systematic groups, classes, or categories.
71. CLEAN- To remove dirt or impurities; to prepare for cooking.
72. CLIMB- To move progressively upward.
73. CLOSE- To conclude; to bar passage; to shut; to suspend or stop operations; to end or terminate.
74. COACH- To teach or train; to tutor.
75. CODE- To use symbols or characters (letters or numbers) to represent words or figures.
76. COLLABORATE- To work jointly with; to cooperate with others.
77. COLLATE- To organize or assemble in a predetermined sequence.
78. COLLECT- To gather; to assemble; to accumulate.
79. COMMAND- To direct authoritatively; to order or request to be given; to give orders; to dominate from an elevated position.
80. COMMUNICATE- To impart a verbal or written message; to transmit information.
81. COMPARE- To examine for the purpose of discovering resemblances or differences.
82. COMPILE- To put together information; to collect from other documents.
83. COMPLETE- To finish; to fully carry out.
84. COMPLY- To act in accordance with rules or requests.
85. COMPOSE- To make by putting parts together; to create, to write (an original letter, report, instructions, etc.).
86. COMPREHEND- To grasp mentally; to understand.
87. COMPUTE- To determine or calculate mathematically.
88. CONCUR- To agree with a position, statement, action, or opinion.
89. CONDENSE- To make more compact.
90. CONDUCT- To carry on; to direct the execution of.
91. CONFER- To compare views; to consult.
92. CONFIRM- To give approval to; to assure the validity of.

Action Verbs for Job Tasks

Action verbs provide instant information and are often the first **words** that hiring managers see after your name. Doing your research and using industry-specific **action verbs** will make it easy for hiring managers to see what they want on your resume and prompt them to spend more time reading through your skills (*Undercover Recruiter 2021*).

93. CONFORM- To bring into harmony or agreement; to adapt oneself to prevailing standards or customs.
94. CONSIDER- To think about with care or caution.
95. CONSOLIDATE- To bring together; to combine.
96. CONSTRUCT- To make or form by combining parts; to draw with suitable instruments and under specified conditions; to arrange or set-in order mentally.
97. CONSULT- To seek advice of others; to give professional advice or services; to confer.
98. CONTACT- To communicate with.
99. CONTINUE- To maintain without interruption a condition, course, or action; to remain in existence.
- 100.CONTRACT- To establish or undertake by contract.
- 101.CONTRIBUTE- To supply or give something; to submit for publication.
- 102.CONTROL- To measure, interpret, and evaluate actions for conformance with plans or desired results; to exercise directly, guiding or restraining power over.
- 103.CONVERT- To alter the physical or chemical nature of something; to alter for more effective utilization.
- 104.CONVEY- To move from one place to another; to transport; to communicate.
- 105.CONVINCE- To persuade; to cause others to believe something, using evidence and/or argument.
- 106.COOPERATES- To associate with another or others for mutual benefit.
- 107.COORDINATES- To regulate, adjust, or combine the actions of others to attain harmony; to bring into common action or condition according to established policies.
- 108.COPIES- To duplicate an original; to transfer or reproduce information.
- 109.CORRECTS- To make or set right; to alter or adjust to conform to a standard; to rectify.
- 110.CORRELATE- To establish or demonstrate a casual, complementary, parallel, or reciprocal relation.
- 111.CORRESPOND- To communicate with.
- 112.COUNSEL- To give advice or guidance; to consult with.
- 113.CREATE- To bring into existence; to produce through imaginative skill.
- 114.DEBUG- To detect, locate, and remove mistakes from a routine of malfunctions from a computer.
- 115.DECIDE- To arrive at a solution; to bring to a definitive end.
- 116.DEDICATE- To set apart to a definite use; to become committed to.
- 117.DEDUCE- To derive a conclusion by reasoning (inference in which the conclusion follows necessarily from the premises); to reach a conclusion by mental deduction.
- 118.DELEGATE- To commission another to perform tasks or duties which may carry specific degrees of accountability and authority; to entrust to the care or management of another.
- 119.DELETE- To strike out or remove.
- 120.DELIVER- To set free; to convey; to send to an intended destination.
- 121.DEMONSTRATE- To illustrate and explain, especially with examples.
- 122.DESCRIBE- To represent by a figure, model, or picture; to trace the outline of; to give an account of in words.

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- 123.DESIGN- To conceive, create, and execute according to plan.
- 124.DETERMINE- To resolve; to fix conclusively or authoritatively; to decide.
- 125.DEVELOP- To disclose, discover, perfect, or unfold a plan or idea.
- 126.DEVISE- To form in the mind by new combinations or applications of ideas or principles; to invent.
- 127.DICTATE- To read or speak information to be recorded or written by another.
- 128.DIRECT- To guide work operations through the establishment of objectives, policies, rules, practices, methods, and standards; to govern or control.
- 129.DISASSEMBLE- To take apart.
- 130.DISCIPLINE- To penalize individuals or groups whose behaviour is contrary to established rules and regulations.
- 131.DISCUSS- To exchange views for the purpose of arriving at a conclusion.
- 132.DISPATCHES- To send off, or forward, to known destination or on specific business.
- 133.DISPLAY- To show; to spread before the view.
- 134.DISPOSE- To sell or get rid of
- 135.DISSEMINATES- To spread or disperse information or ideas.
- 136.DISTINGUISH- To perceive as being separate or different; to separate into kinds, classes, or categories.
- 137.DISTRIBUTE- To deliver to proper destination; to pass around; to allot.
- 138.DIVERTS- To turn from one course or use to another.
- 139.DIVIDE- To separate into classes or parts.
- 140.DOCUMENT- To provide with factual or substantial support for statements made or a hypothesis proposed; to equip with exact references to authoritative supporting information.
- 141.DRAFT- To prepare papers or documents in a preliminary form.
- 142.DRAW- To compose or write up, following a set procedure or form (as in a contract); to pull or move something.
- 143.EDIT- To revise and prepare material (written, film, tape, soundtrack) for publication or display.
- 144.EFFECT- To bring about; to accomplish.
- 145.ELABORATE- To work out in detail; to give details.
- 146.ELECT- To choose or select carefully.
- 147.ELIMINATE- To get rid of; to set aside as unimportant.
- 148.EMPHASIZE- To stress.
- 149.EMPLOY- To make use of; to use or engage the services of; to provide with a job that pays wages or a salary.
- 150.ENCOMPASSE- To form a circle about; to envelop; to include.
- 151.ENCOURAGE- To inspire with spirit or hope; to give help or patronage to.
- 152.ENDORSE- To support or recommend.
- 153.ENFORCE- To execute vigorously; to exercise executive or police power (refers to laws and statutes).
- 154.ENGAGE- To interlock with; to mesh; to provide occupation for; to arrange to obtain the use or services of.

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- 155.ENHANCE- To increase or make greater.
- 156.ENLISTS- To engage for duty; to secure the support and aid of.
- 157.ENSURE- To make sure, certain, or safe; to guarantee.
- 158.ESTABLISHE- To bring into existence; to institute.
- 159.ESTIMATE- To forecast future requirements.
- 160.EVALUATE- To determine or fix the value of; to appraise.
- 161.EXAMINE- To inspect closely; to investigate; to scrutinize.
- 162.EXCHANGE- To give or take one thing in return for another.
- 163.EXCLUDE- To shut out; to bar from participation, consideration, or inclusion.
- 164.EXECUTE- To put into effect; to carry out.
- 165.EXERCISE- To exert influence or authority; to train by drills and manoeuvres; to use repeatedly in order to strengthen and develop.
- 166.EXPECT- To look forward; to consider probable or certain.
- 167.EXPEDITE- To accelerate the process or progress of.
- 168.EXPRESS- To represent in words; to make known one's feelings or opinions.
- 169.EXTRACT- To draw forth; to withdraw; to separate; to determine by calculation.
- 170.FACILITATE- To make easier or less difficult.
- 171.FEED- To move into a machine or opening to be used or processed; to furnish with something essential for growth, sustenance, maintenance, or operation.
- 172.FIGURE- To compute.
- 173.FILE- To arrange in a methodical manner; to rub smooth or cut away with a tool.
- 174.FINALIZE- To put in finished form.
- 175.FIND- To encounter; to locate or come upon by searching or effort.
- 176.FLAG- To mark in some distinctive manner.
- 177.FOLLOWS UP- To pursue closely to check progress; to see if results are satisfactory.
- 178.FORECAST- To predict; to estimate in advance.
- 179.FORMULATE- To develop or devise.
- 180.FOSTER- To promote the growth or development of.
181. FULFILL- To put into effect; to bring to an end; to measure up to; to develop the full potential.
- 182.FUNCTION- To act or operate as; to serve.
- 183.FURNISH- To provide what is needed; to supply.
- 184.GATHER- To collect; to harvest; to accumulate and place in order.
- 185.GENERATE- To bring into existence; to cause to be; to produce.
- 186.GIVE- To grant or bestow; to administer; to make a present of.

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187.GOVERN- To exercise continuous sovereign authority over; to control and direct the making and administration of authority over; to hold in check; to have decisive influence.

188.GRASP- To make the motion of seizing.

189.GUARANTEE- To secure; to answer for the debt, default, or miscarriage of.

190.GUIDE- To show or lead the way to; to manage the affairs of; to influence the conduct or opinions of.

191.HIRE- To engage the services of for a set sum; to employ.

192.IDENTIFIE- To establish the identity of; to associate with some interest.

193.IMPLEMENT- To carry out; to execute a plan or program; to give effect to.

194.IMPORT- To bring from a foreign or external source.

195.IMPROVE- To make something better.

196.INDICATE- To show; to demonstrate with precision.

197.INFORM- To communicate information or knowledge; to acquaint.

198.INITIATE- To start; to introduce; to originate.

199.INNOVATE- To exercise imagination or creativity in introducing something new or in making changes that lead to improvement.

200.INSERT- To put (something) into, between, or among other materials; to introduce, as a word in a sentence.

201.INSPECT- To examine or determine; to critically analyse for suitability.

202.INSTALL- To set in position or adjust use; to settle in a certain place or condition, or status; to set up for use in office.

203.INSTITUTE- To organize, establish, and set-in operation; to begin.

204.INSTRUCT- To teach; to coach; to impart or communicate knowledge; to direct or order.

205.INSURE- To cover with insurance; to make certain.

206.INTEGRATE- To unify; to make whole by putting all parts or elements together.

207.INTERPRET- To give the meaning of; to explain to others; to elucidate.

208.INTERVIEW- To obtain facts or opinions through inquiry or examination of various sources.

209.INVENTORY- To catalogue or to count and list.

210.INVENT- To think up or imagine; to create.

211.INVESTIGATE- To observe or study by close examination and systematic inquiry.

212.INVEST- To spend or use time, money, or effort to achieve a future benefit.

213.ISSUE- To put forth or to distribute officially.

214.ITEMIZE- To list; to write down in detail.

215.JUDGE- To form an authoritative opinion; to determine and pronounce after inquiry and deliberation.

216.JUSTIFY- To prove or show to be right or reasonable; to align words such that both left- and righthand margins are in line (typing term).

217.KEEP- To hold or retain; to maintain.

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- 218.LEAD- To guide or direct on a course or in the direction of; to channel; to direct the operations of.
- 219.LEARN- To gain knowledge or understanding of.
- 220.LIST- To enumerate; to enter into a catalogue with a selling price; to itemize.
- 221.LOAD- To place in or on a means of conveyance; to increase the weight of by adding something heavy.
- 222.LOCATE- To find, determine, or specify by means of searching, examining, or experimenting; to seek and find.
- 223.MAINTAIN- To continue; to carry on; to keep current or in an existing state, as records or files.
- 224.MAKE- To cause to happen to; to cause to exist, occur, or appear; to create; to bring into being by forming, shaping, or altering material.
- 225.MANAGE- To direct, control, or make or keep compliant.
- 226.MARKET- To expose for sale; to sell.
- 227.MATCHE- To set in competition with; to provide with a worthy competitor; to cause to correspond.
- 228.MEASURE- To determine length, width, or quantity of.
- 229.MEDIATE- To interpose with parties to reconcile them; to reconcile differences.
- 230.MEET- To cope with; to come together from different directions; to provide for.
- 231.MENTOR- To serve as a mentor or coach for-
- 232.MERGE- To combine items from two or more similarly ordered sets into one set that is arranged in the same order.
- 233.MIX- To unite or blend into one group or mass.
- 234.MODIFY- To make less extreme; to limit or restrict the meaning of; to make minor changes in.
- 235.MONITOR To watch; to observe; to check for a specific purpose.
- 236.MOTIVATE- To arouse or stimulate to action.
- 237.MOVE- To go from one point to another; to begin operating or functioning or working in a usual way.
- 238.NEGOTIATE- To confer with others with a view to reaching agreement.
- 239.NOTE To observe; to recognize.
- 240.NOTIFY- To make known; to inform.
- 241.OBSERVE- To see, notice, or watch something or someone.
- 242.OBTAIN- To acquire or gain possession of.
- 243.OCCUPY- To take possession of; to fill.
- 244.OMIT- To leave out; to disregard.
- 245.OPEN- To make available for entry or passage; to make accessible; to expose to view; to disclose.
- 246.OPPOSE- To resist; to withstand; to place opposite or against.
- 247.ORGANIZE- To arrange; to systematize or methodize.
- 248.ORIENT- To cause to become aware of, familiar with, or adjusted to facts, principles, procedures, or situations.
- 249.ORIGINATE- To create; to invent or produce as new.

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- 250.OUTLINE- To make a summary of significant features.
- 251.OVERCOME- To get the better of; to gain superiority.
- 252.OVERSEE- To watch over and direct; to superintend; to supervise.
- 253.PARTICIPATE- To join or share with others; take part.
- 254.PERFORM- To fulfil or carry out some action; to accomplish; to execute.
- 255.PERMIT- To consent to; to authorize; to make possible.
- 256.PERSUADE- To move by argument or entreaty to a belief, position, or course of action.
- 257.PLACE- To locate and choose positions for.
- 258.PLAN- To devise or project the realization or achievement of a course of action.
- 259.POST- To record information in ledgers or other forms from another source.
- 260.PRACTICE- To perform or work at repeatedly to gain proficiency.
- 261.PREDICT- To declare in advance; to foretell based on observation, experience or scientific reason.
- 262.PRESCRIBE- To establish as a rule or guide.
- 263.PRESENT- To introduce; to bestow; to lay as a charge before the court; to offer to view.
- 264.PRESERVE To keep, guard, or observe; to keep safe, to protect; to keep free from decay; to maintain.
- 265.PREVENT- To stop something from occurring; to take advance measures against.
- 266.PRICE- To fix, establish, or find out the value of.
- 267.PROCEED- To begin to carry out an action.
- 268.PROCESSE- To subject to some special treatment; to handle in accordance with a prescribed procedure.
- 269.PROCURE- To obtain possession of; to bring about.
- 270.PRODUCE- To grow; to make, bear, or yield something; to offer to view or notice; to exhibit.
271. PROGRAM- To arrange or work out a sequence of operations to be performed; to make a plan or procedure.
- 272.PROJECT- To extend forward; to present for consideration; to communicate vividly, especially to an audience.
- 273.PROMOTE- To advance to a higher level or position.
- 274.PROOFREAD- To read (copy or printer's proof) against the original manuscript for corrections.
- 275.PROPOSE- To form or declare a plan or intention.
- 276.PROVIDE- To supply what is needed; to furnish.
- 277.PUBLICIZE- To give information concerning a person, group, event, or product through various communications media to attract public attention.
- 278.PULL To haul; to tow; to remove, as in filing.
- 279.PURCHASE- To buy or procure by committing organizational funds.
- 280.QUANTIFY- To make explicit the logical amount of; to determine or express the amount of.
- 281.QUESTION- To interrogate; to doubt; to dispute; to inquire.
- 282.RATE To assess the value of; to appraise; to arrange in sequence of rank.

http://www.dickinson.edu/download/downloads/id/4557/job_description_action_verbs (15 Feb 2021)

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283.READ- To interpret; to scan; to study the movements of; to understand the meaning of; to utter aloud the printed written words of.

284.REALIZE- To understand clearly; to get by sale, investment, or effort.

285.REASON- To use the faculty of reason (the power of comprehending, inferring, or thinking, especially in orderly rational ways).

286.RECEIVE- To acquire; to come into possession of; to take something that is offered or sent; to admit or welcome guests or visitors.

287.RECOGNIZE- To perceive clearly; to acknowledge with a show of appreciation.

288.RECOMMEND- To advise or counsel a course of action; to offer or suggest for adoption.

289.RECONCILE- To adjust; to restore to harmony; to make congruous.

290.RECONSTRUCT- To rebuild; to reorganize or re-establish; to restore.

291.RECORD- To register; to set down in writing.

292.RECRUIT- To seek out others to become new members, students, or personnel.

293.RECTIFY- To correct by calculation or adjustment; to remedy; to set right.

294.REDUCE- To narrow down; to diminish in size or amount; to abridge; to lower in grade or rank.

295.REFER- To send or direct for aid, treatment, information, or decision; to direct attention; to refer to.

296.REFLECT- To think calmly and quietly; to give back as an image, likeness, or outline; to make apparent.

297.REGARD- To pay attention to; to take into consideration; to relate to.

298.REGISTER- To enter in a record; to enrol formally or officially.

299.REGULATE- To govern or direct according to rule; to bring under the control of law; to fix or adjust the time, amount, or degree of.

300.REINFORCE- To strengthen with additional forces or additions.

301.REJECT- To refuse to have, use, or take for some purpose; to refuse to hear, receive, or admit.

302.RELATE To show or establish logical or causal connection between; to have meaningful social relationships.

303.RELEASE- To set free as in releasing information; to permit the publication or dissemination of.

304.RELY- To depend on.

305.REMIT- To send money in payment of; to submit or refer for consideration, judgement, decision, or action.

306.REMOVE- To change the location, station or residence of; to dismiss from office.

307.RENDER- To furnish an opinion; to answer.

308.REPORT- To give an account of; to furnish information or data.

309.REPRESENT- To act in the place of or for.

310.REQUEST- To ask for something.

311.REQUIRE- To have as a requisite; to call for as suitable or appropriate; to demand as necessary.

312.REQUISITION- To make a request for, as in records or supplies; to ask in writing for something that is needed.

313.RESCIND- To make void; to repeal.

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- 314.RESEARCH- To inquire specifically, using involved and critical investigations.
- 315.RESPOND- To answer; to show favourable reaction.
- 316.RESTRICT- To confine within bounds; to restrain.
- 317.RETRIEVE- To regain; to rescue.
- 318.REVIEW- To consider; to re-examine; to analyse results for the purpose of giving an opinion.
- 319.REVISE- To rework in order to correct or improve; to make a new, improved, or up-to-date version.
- 320.ROUTE- To forward; to schedule or dispatch; to prearrange and direct locations to which an article is to be sent.
- 321.SATISFY- To carry out the terms of (a contract); to meet financial obligations; to make reparation to; to please.
- 322.SCAN- To examine- to search in order to locate specific data or information; to scrutinize.
- 323.SCHEDULE- To plan a timetable; to set specific times for.
- 324.SCREEN- To examine in orderly fashion to determine suitability or acceptability (as in appraising potential employees); to select.
- 325.SEARCH- To examine; to probe; to make a thorough examination or investigation of.
- 326.SECURE- To gain possession of; to guarantee; to make safe; to obtain.
- 327.SEEK- To try to find or discover; to try to obtain or reach; to make a search or investigation.
- 328.SELECT To choose the best suited.
- 329.SELL- To give up property to another for money or other valuable consideration.
- 330.SEND- To dispatch by means of communication; to convey.
- 331.SEPARATE- To set apart.
- 332.SERVE- To assist; to be of use; to hold office.
- 333.SET UP- To cause a condition to come into effect; to put in operation.
- 334.SHOW- To display; to give indication; to point out to someone.
- 335.SIGN- To formally approve or ratify a document by affixing one's signature.
- 336.SIMPLIFY- To clarify; to reduce the essentials.
- 337.SOLICIT- To approach with a request or plea; to strongly urge.
- 338.SOLVE- To find a solution for.
- 339.SORT- To separate or arrange according to a scheme; to rank by kind. class, division, etc.
- 340.SPEAK- To express oneself using words; to deliver an address or lecture.
- 341.SPECIFY- To state precisely in detail or to name explicitly.
- 342.SPEND- To use up or pay out.
- 343.STACK- To pile up.
- 344.STANDARDIZE- To bring into conformity to something established by authority, custom, or general consent as a model or criterion.
- 345.STIMULATE- To excite to activity; to urge; to rouse or spur on.

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346.STRENGTHEN- To make stronger.

347.STRIVE- To endeavour; to devote serious effort or energy.

348.STRUCTURE- To give arrangement or form to; to arrange or organize.

349.STUDY- To contemplate; to carefully examine or investigate; to deliberate.

350.SUBMIT To present data for the discretion or judgement of others.

351.SUMMARIZE- To restate material (facts, figures, etc.) briefly; to make an abstract.

352.SUPERVISE- To personally oversee, direct, inspect, or guide the work of others with responsibility for meeting certain standards of performance.

353.SUPPLEMENT- To add to.

354.SUPPLY- To furnish something that is needed; to provide; to equip.

355.SUPPORT- To promote the interests or cause of; to argue or vote for; to pay the costs of; to hold up or serve as a foundation for.

356.SURVEY- To examine as to condition, situation, or value.

357.SUSTAIN- To give support or relief to; to prolong; to support by adequate proof.

358.TABULATE- To put in table form; to set up in columns or rows; to make a listing.

359.TAKE- To assume possession of; to grasp; to gain approval of.

360. TERMINATE- To bring to an end; to conclude.

361.TEST To put to proof; to examine, observe, or evaluate critically.

362.TOTAL To add up; to compute.

363.TRACE- To locate something by searching or researching evidence; to copy, as a drawing.

364.TRAIN- To teach, demonstrate, or guide others in order to bring up to a predetermined standard.

365.TRANSCRIBE- To transfer data from one form of record to another or from one method of preparation to another, without changing the nature of data.

366.TRANSLATE- To turn into one's own or another language.

367.TRANSMIT To transfer or send from one person or place to another; to send out a signal either by radio waves or over a wire.

368.TRANSPOSE- To change the usual order of.

369.TREAT- To regard and deal with, in a specified manner; to provide care for or deal with medically.

370.TURN- To make rotate/revolve; to cause to move around to create an effect or a desired end (as locking, opening, shutting); to reverse the sides or surfaces of.

371.TYPE- To write using a typewriter or keyboard; to arrange by categories.

372.UNDERSTAND- To grasp the meaning of; to have thorough or technical acquaintance with or expertness in the practice of.

373.UPDATE- To bring current.

374.USE- To put into action or service; to consume or take.

375.UTILIZE- To make use of.

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376.VERIFY- To confirm or establish authenticity; to substantiate; to prove to be true.

377.VISIT- To go or come to see in a professional capacity.

378.WEIGH- To ascertain the heaviness of; to consider carefully.

379.WRITE- To set down letters, words, sentences, or figures on paper or other suitable material; to author; to draft.

Job Enquiry over the Phone

Before making a phone call to an employer, write at least six (6) questions relating to the job duties, company, and career opportunities. However, you must ensure that the answers cannot be found in the advertisement.

Note: Prior to making your Job Enquiry you must be prepared some **Pre-Interview Screening Questions**, such as:

- A. Why are you interested in the position?
- B. What do know about us?
- C. Why would you be the best candidate for the role?
- D. What has been your greatest work achievements?
- E. Can you give some examples of achieving work performance expectations?

Telephone Language Guide

Making a Call

- Good morning / afternoon / evening. I am calling to enquire about the (Job Title) vacancy.
- Could I speak to (the HR Manager) please?

Leaving a Message

- Can I leave a message?
- Can you get him / her to.....?
- Could you ask (name) if.....?
- Could you tell (name) to.....?

Polite (Indirect) Question Starters

- I was wondering...
- Could you tell me...
- Would it be possible to know....,
- May I ask...?

Attentive Listening (Feedback)

- Uh-huh.
- Right.
- Really?
- Is that so?
- Interesting
- I see.
- Yes, of course.
- That's great.
- That sounds great.
- Fantastic
- I know what you mean.

Requesting Repetition

- I'm sorry, could you repeat (your company name) please?
- I'm very sorry, but could you say that again please?
- I'm very sorry, could you speak (louder / slower), please?
- I'm sorry, I missed the (first/last part), could you repeat that please?

Requesting Clarification

- I'm sorry, could you give me more information?
- Excuse me, did you say
- So, when you say (ABC), do you mean (CBA)?

Giving Clarification

- What I (said / meant) was...
- What I'm trying to say is...
- In other words, ...

Ending a Call

- (informal) Thanks a lot you have been a great help. Bye. *(Not recommended)*
- (formal) Thank you very much for your time. Bye.

During your Telephone Enquiry ensure to satisfy the Checklist below:

Job Enquiry over the Phone

- Open the conversation by stating the purpose of your call.
- Make sure you are talking to the right person.
- Use simple questions to ask for information.
- Give feedback to the employer to show understanding.
- Use checking and clarification strategies to avoid misunderstandings.
- Use key language found in the advertised position.
- Use formal and polite language and full sentences.
- Pronounce words clearly and emphasize important words or points.
- End the call politely and thank the employer for their time.