

# HOW TO MAKE A SUCCESSFUL RESUME



**CAST-A-WAY**  
CRUISE & RESORT HIRING AGENCY

## ***Important tips:***

- Remember your resume is your "business card" and must create interest so you are invited to the next step: the interview!
- Check the client or agency's webpage you are applying to, what's the preferred method to apply? Sending dozens of resumes or reaching out to recruiters through all possible means will NOT speed up your selection process! Proper business etiquette is recommended...
- Usually, agencies or cruise lines/hotels and resorts have a database for you to apply online. Send a resume by email if it is in the job ad or requested. Do not send resumes through Skype, WhatsApp, or Facebook Messenger.
- NEVER LIE! Write only your own experience. You don't want to close any doors! Honesty, integrity, and transparency are very important values in the workplace!
- Ensure that you are smiling in your picture, dressed appropriately, clear face and that it "sells your personality" - no passport serious pictures, please! We are in the hospitality industry and want positive, fun team members!
- No need to have a valid driver's license or national ID if the job is for ships.
- No need to add high school, primary, or elementary subjects and grades - while some information is relevant in your own country or for land jobs, for onboard jobs they may not apply or make a difference. Keep your resume as clean as possible!
- Ensure to have a nice format - it does not need to be fantasy, but choose an easy-to-read font (usually Calibri, Arial, and Times Roman are preferred), size 11 is ideal, 1.15 to 1.50 spacing is good, not too much spacing - remember, it's not how many pages you have that is important, but the content! If possible have it in 1 or 2 pages, that's enough > no need to "add stuff", but also there is no page limit if you feel it's relevant to the job and makes sense to the job you are applying to, no right or wrong here! BUT, no need to write a book!
- Ensure to run a grammar/spelling check and that you did not leave any words in your own language - that shows your attention to detail
- check spacing and consistency across the resume - that facilitates the reading flow to the recruiters who screen hundreds of resumes daily;
- If you have a LinkedIn profile, add it. If you have videos that are related to the job and can demonstrate your abilities, add them.
- If you have references, you may want to add them at the end. Name, phone number, email. (not mandatory, you may want to wait for the recruiter to ask or write "Available upon request").

# NAME



## PERSONAL INFO

Phone Number(s):

Email / Skype:

Address: (street, #, unit, postal code, state/province, country)

Date of Birth:

Passport expiry date: (if you have a valid one - not mandatory)

C1/D Visa expiry date: (if you have a valid one - not mandatory)

Available: Month/ Year (consider here the pre-boarding process, do you have time and resources to accomplish all needed by that date?)

## OBJECTIVE

What position you are applying for? With which company? Why? What's your passion? What drives your motivation to apply to this career?

## LANGUAGE

(Native language 1st, advanced/fluent 2nd, intermediate/basic last - don't say you are fluent if you are not!)

Portuguese: Native Speaker

English: 2° Language, Fluent

Spanish: Advanced

Italian: Intermediate

French: Intermediate

(If you had any international experience or studies, I'd add it here) example:

Rotary Youth Exchange - 1992/1993 / Sault Ste Marie, Ontario Canada

## EDUCATION

Include here any college/university/technical diplomas/degrees/certifications, followed by any related courses to the job you are applying for (e.g. if you are applying for a Bar position, add courses such as Bartending, F&B handling, sommeliers/wine tasting), but no point in adding a Zumba class instruction here, unless it applies to the job you are applying for. Don't forget to add the dates.

## OTHER CERTIFICATES

(Examples may include but are not limited to Crisis & Crowd Management, CPR/ First Aid, STWC, SCC, leadership training...)

Crisis Management: May 2015

Crowd Management: May 2015

STWC: May 2015

SCC (Survival Craft Course): July 2015

## PROFESSIONAL EXPERIENCE

From the most recent to the oldest. Dates in the format > from mm/yy to mm/yy)

Title, Responsibilities/Achievements, less wording possible/bullet points, and easy to read. Example:

### **Cast-A-Way Inc.** - from Nov/2016 to Dec/2017

Recruiter

#### *Responsibilities:*

- Posting available jobs on social media based on the targeted audience
- Sourcing of quality candidates for cruise lines and international resorts
- Applying testing as required by the position
- Interviewing and checking references
- Referring selected candidates to clients
- Educating and supporting all candidates throughout the pre-boarding process
- Delivering valuable content to educate, train, and attract quality candidates
- Ensure high ratios of referrals to clients and hired candidates per position / per month / per client

#### *Achievements:*

- Successfully launched 2 new territories: South America and South Africa
- Recruited, trained, and mentored a team of 10 consultants in the territories

(Others as applicable, if you are in a sales role or revenue-driven department, ensure to add numbers/measurable results here, for example: Met my sales targets monthly and per voyage; increased sales from \$320,000 to \$380,000 /voyage; was referred as Employee of the Month twice during my 3 contracts, etc...)

### **Company #2** - from Month/year to Month/Year

Position title/department

#### *Responsibilities:*

- \* Bla bla bla

#### *Achievements:*

- \* Bla bla bla

### **Company #3** - from Month/year to Month/Year

Position title/department

#### *Responsibilities:*

- \* Bla bla bla

#### *Achievements:*

- \* Bla bla bla

### **Company #3** - from Month/year to Month/Year

Position title/department

#### *Responsibilities:*

- \* Bla bla bla

#### *Achievements:*

- \* Bla bla bla

**References Available Upon Request**