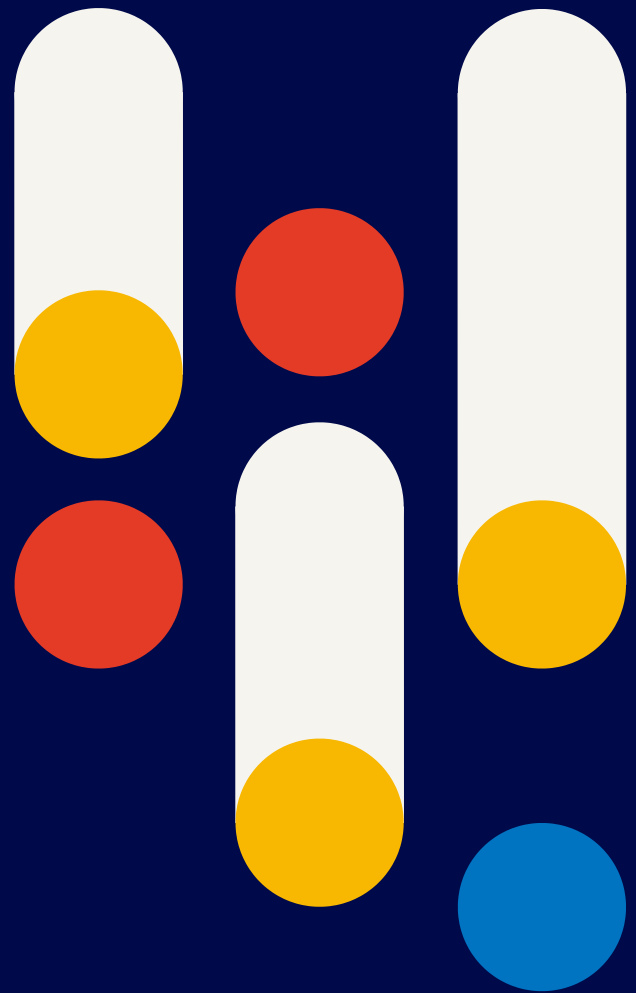


是工作，更是事业.

2021年候选人求职指南



human forward.

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前言.

VUCA时代下，世界瞬息万变，然而，找到一份有意义的工作却一如既往的重要。伴随创新技术驱动职场日趋快速发展，你可能会思考：我怎样才能找到一份适合自己的工作？需要做些什么，我才能实现目标？

我们知道，找到理想的工作从来都不容易。我们的职责在于帮助你应对这些挑战，并与之匹配能够充分发挥你的潜力的工作机会。

作为全球最大的人力资源服务公司之一，我们每年为超过50万求职者提供职业咨询。我们的愿景是截至2030年，触达全球5亿人的工作生活。

我们携手来自本地及跨地区的极具声望及吸引力的雇主企业，雇佣像你这样的人才。无论你正在寻找长期岗位、外包岗位或临时岗位，我们都有来自不同行业的各种工作机会可以选择。任仕达的专业招聘顾问洞悉市场前沿趋势，因此，他们能够提供有价值的职业建议及指导，更好地代表您的利益，推荐给我们客户，帮助你实现职业理想。

当任仕达作为你值得信赖的合作伙伴，共同开启你的职业生涯时，我希望该求职指南对你有用。如果你需要咨询更多信息，请今天就联系我们的招聘专家。

与此同时，如果你想了解更多关于任仕达全方位的招聘解决方案及人力资源综合服务的信息，请访问网站 www.randstad.cn

祝你求职路上所行化坦途，所求皆如愿。



Natellie Sun
任仕达大中华区中高端人才搜寻与甄选部总经理

与任仕达一起收获职场点滴.

面试与评估

依托全方位的面试及评估体系，任仕达顾问能够充分了解求职者的工作经验及技能，以及他们对未来工作角色、雇主、企业文化等方面的预期。我们还能够为求职者提供更适合的求职方法，以及如何识别市场上更有前途的工作机会的建议。

工作机会

任仕达的专业顾问将根据候选人的市场价值，为其争取更具吸引力的薪酬待遇。在此过程中，顾问牢记求职者的利益，凭借丰富的经验，时刻为求职者争取利益最大化。当求职者考虑一个新的职位，需要评估整体薪酬体系，不仅是薪水，还包括员工福利，公司福利，团队关系及工作环境。

匹配潜在雇主

凭借独创的True-Fit® 招聘体系，任仕达顾问深入研究求职者背景及雇主企业，通过评估工作内容、上级领导风格及企业文化等内容，更精准匹配候选人与潜在雇主。

与雇主面谈

预约面试

招聘顾问确定潜在的工作机会之后，将与求职者沟通，如果求职者接受，将会立即安排面试。

准备面试

招聘顾问将与候选人共同准备面试。除了与候选人沟通其简历上的技能及经验，顾问将帮助准备面试可能会提及的问题和参考回答，以确保求职者更好的面试状态。面试可能采取多种形式，如面对面交流、小组讨论，甚至预评估测试。近年来，电话或视频面试日益普遍。不管形式如何，任仕达顾问都将竭力提供帮助。

面试后交流

面试结束后，候选人应该在1个小时内与招聘顾问交流面试情况，并且讨论下一步行动。

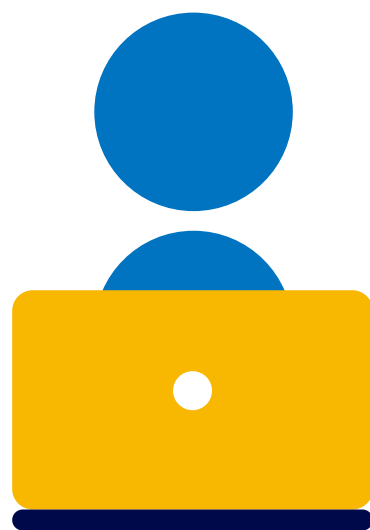
撰写求职信.

一封精心撰写的求职信会告诉雇主，在申请职位前，求职者已经仔细阅读及认真思考。

与所有的电子邮件及短信一样，随简历发送的求职信也应该是为特定收件人，以及所申请的岗位特地准备。

提示与技巧

- 求职信的篇幅应控制在一页A4纸内。
- 收件人称呼建议尽可能明晰，而不是“致某某相关的人”。
- 开篇写一段引言介绍自己的姓名及所申请的职位。
- 简明扼要，阐明工作经验如何匹配职位的关键考核标准。
- 结合企业文化调整求职信风格。保持积极自信。
- 不宜自满，避免在一页纸上列出所有才干及技能。
- 感谢雇主花时间查看申请，结尾表明自己希望得到雇主的反馈。如，诚挚盼复，望有机会参与面试等。



撰写简历.

一份成功的简历可以帮助候选人建立个人品牌，也是获得面试机会的第一块敲门砖。

求职者不可能有第二次机会给用人单位留下第一印象，因此认真准备一份漂亮的简历非常重要。以一种简短、直接及积极主动的方式向未来的雇主展示工作成果及个人价值。招聘顾问及雇主一般每周都会收到成百上千份简历，他们通常只会极快速浏览每一份简历。为保证简历不会被淹没，求职者需要确保简历清晰地陈述所有关键信息，以及个人联系方式。

在人才紧缺的市场，思考如何借助多样化数字工具，有创意地包装简历也很重要。比如专业设计的简历、视频简历，以及个人主页比黑白简历更能脱颖而出。



写好简历的10个技巧

1.完善个人信息

包括姓名、家庭地址、手机号码，邮箱地址，以及展示个人职业形象及人脉的网址（如Linkedin个人主页）。

2.准备简历摘要

在简历开篇准备一份简短的总结(100字以内)，突出个人资质及主要成就。这有助于招聘经理迅速决定是否应该继续阅读更多关于求职者的信息。

3.根据所申请的职位调整简历

根据所申请职位，清晰描述个人相关的职业技能、资质及胜任力等内容，并务必关联岗位要求中的关键标准。

4.细化工作经历及项目经验

招聘顾问及雇主首先会关注求职者的工作经历。这部分细节能够帮助他们判断求职者的专业经验是否与该职位相关。这部分内容还包括到目前为止所有主要岗位的头衔级别、具体职责及成果。降序排列，最近的经历放在最前面。

5.概述教育背景

积极主动的终身学习始终是一项优势。这部分主要包括学位/文凭、专业资格、培训研讨会，参加的相关课程等。

6.记录相关成就

工作以外的个人活动能让雇主了解求职者个性特征，帮助判断其是否契合企业文化。我们建议可以填写“兴趣爱好、志愿活动或奖励”等内容。

7.说明证明人在要求时可以提供

提交简历前，求职者需确保已经收集了所有证明人的联系方式，以便雇主需要时可以提供。

8.再三复查简历信息

逐一检查简历每个字句。这是求职者给雇主留下良好第一印象的一次机会，所以一定要确保简历没有错别字或语法错误。针对专业设计过的简历模板，可以使用不同颜色及要点突出关键信息，以便阅读。

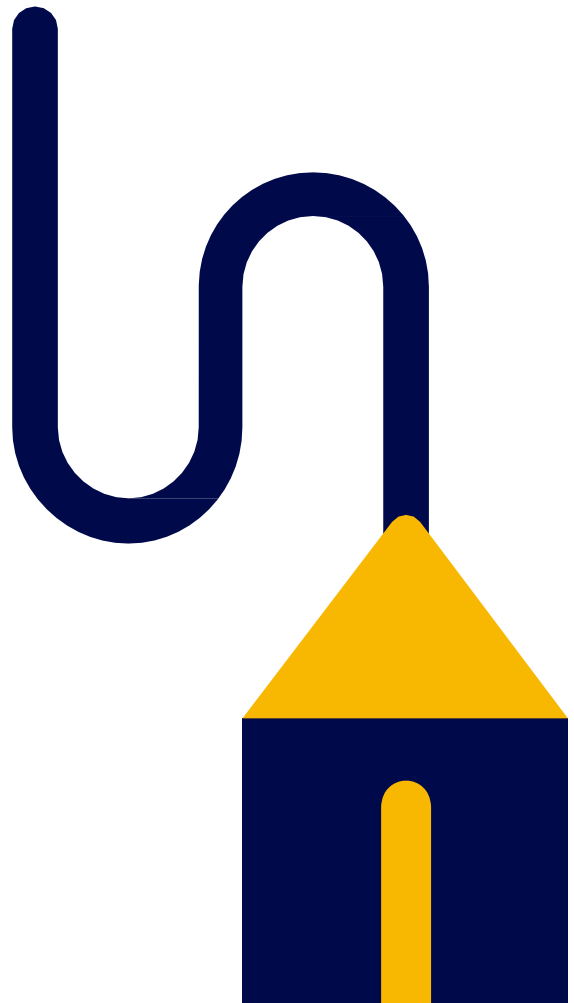
9.重质而非量

简历篇幅不宜超过两页，宜简短。

10.倾听他人意见

发送简历之前，仔细校对非常重要，错别字或病句等错误会让自己显得粗心且不专业。让自己的朋友或家人先审核简历，对内容、格式及设计提出客观的建议。

记住，永远不要在简历上伪造信息或夸大技能与经历。如果被发现，会损害信誉和名誉。



面试准备.

充足的面试准备是面试成功的关键。面试会让人紧张，周密的准备能够增加求职者的信心，使其在面试中出色表现。

准备面试的5个技巧

1.事先查看应聘的公司

浏览所应聘公司的网站及社交媒体，了解其发展历史、使命价值观、产品服务，市场地位及增长计划等。通过这些渠道更好地了解企业的雇主品牌及职场文化。

求职者也应该迅速搜索网络，浏览媒体、行业专家及离职员工对公司的评价。这也让自己了解更多新行业趋势与挑战的机会。面试中，求职者可以运用这些信息，体现自己做了功课。

2.对行为面试法提问做好准备

面试中，求职者可能会被问到一些基于过往经历的问题，需要提供一些真实案例，说明工作中遇到的难题及解决方法。这类问题是为了帮助面试官评估面试者的技能、经验及独立思考能力。

行为面试法基于这样一个假设：通过过去的行为可以预测将来的行为方式。本指南第14页将会展现一些行为面试法技巧。

一个快速而简单的方法可以帮助求职者处理基于行为的问题，那就是“SAO”——情境、行动、结果。首先描述当时的情况，所采取的行动，以及最终实现的积极结果。

3.清楚自己的强项

在面试中推销自己非常重要，尤其是面试一个销售岗位的时候。并不是每个人都喜欢用积极的态度谈论自己，但证明自己是这份工作的最佳人选很重要。分享可以展示个人能力的真实案例。

4.了解自己的弱点

面试中，最常见也最棘手的问题之一就是谈论自己的弱点。应对这类提问，最好的方法是对自己能够进一步发展或改进的领域保持开放的态度。

例如，“我在一大群观众面前演讲感觉不是特别自信，但我一直努力在团队会议上多发言，以便克服这个弱点”。



5. 凸显个人职业亮点及成就

能够凸显求职者职业亮点及成就的具体项目经验非常重要。面试前，需确保自己清楚有哪些相关的项目经验及案例。

任仕达专业顾问与企业雇主紧密合作，深谙面试流程及细节。顾问将与候选人分享额外的技巧，告诉他们应该准备哪些类型的问题，以及雇主需要候选人具备的具体技能及经验。帮助所有候选人提前准备面试是我们招聘服务的一部分。



面试提示与技巧.

求职者只有30秒钟建立良好的第一印象，这需要充分利用。

以下是帮助求职者准备面试及通过面试的技巧。

着装得体

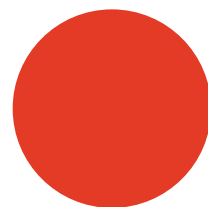
如果求职者不确定面试形式，参加面试时一定要着正装。男士建议商务西服，衬衫、长裤及皮鞋。女士建议选择合适的连衣裙，或得体的上衣，配长裤或遮住膝盖的半身裙，搭配正装鞋或高跟鞋。即便是面试初创公司，也应该遵循同样的着装要求。

保持清醒

一定要先听完整个问题，然后再说话。候选人应该分享克服调整的案例及总结的主要经验。如果没有完全理解问题，一定要和面试官说明。除了谈话要点，候选人还应该准备一些问题反向提问面试官。比如关于企业文化、成长机会或团队活力等。

显得精神

以某先生/女士为称呼，与面试官打招呼，握手动作坚定，面带微笑。整个面试过程中保持舒适的眼神交流。双脚放在地板上，双手放在面试官看得见的地方，如此一来，面试者看起来不像是紧张或者隐瞒什么。别忘了对接待人员也要有礼貌。





宜

- 提前10分钟到达
- 握手动作坚定，保持眼神交流
- 准备预期的问题
- 开始回答之前，先听完整个问题辨清题意
- 用案例论据完整清晰地回答问题
- 面试时把手机收起来(调成静音模式)
- 别忘了微笑——帮助缓解紧张情绪

忌

- 对面试毫无准备
- 用一个字来回答
- 忘记带简历
- 太熟悉、太健谈或太咄咄逼人
- 说前任雇主的坏话
- 打断面试官的话
- 面试时穿休闲裤或便装
- 询问薪资（除非有提示）
- 离开前忘记感谢面试官

面试问题准备.

求职者资历

请给出一个你提出的，改进结果的新方法的例子。

答:如果面试者不能立刻回想出工作场景中的例子，求职者可以使用学校或生活中的案例。这个问题是为了发现面试者是否能够以关联的方式应用技能和经验。也说明其是否具备解决问题的能力。这也是许多雇主看重的。

- 为什么应聘这份岗位?
- 你在学校或工作中带领过一个团队或指导过一个人吗? 说说你的角色和职责。
- 毕业后，你是如何提高自己的技能的?
- 在所处的行业中你是如何跟紧跟变化的?

你的职业目标

为什么对这个职位和我们公司感兴趣?

答:面试官想知道面试者的动机，以便更好地了解这份工作是否能帮助求职者实现职业目标。这让他们确信求职者是否在做长期打算。面试前对公司和职位的研究将有助于回答这个问题。

为什么想要离职?

答:谈谈想如何挑战自己，获得更多的技能。当候选人与新雇主一起工作时，他们有机会与新同事一起工作，使用数字工具，这将帮助自己成为更有效率的职场人。无论如何都不要说前雇主或同事的坏话。你所工作的行业圈子可能很小，面试官可能私下认识前雇主。

关于职业发展目标的其他提问:

- 五年后你想做什么?
- 这份工作与你的职业规划契合吗?
- 你希望从这份工作中学到什么?



你的工作经验

之前工作中获得/使用了哪些技能，能够适用于现在申请的这份工作？

A: 这是个向雇主展现个人价值的面试题。求职者可以引用过往经验，突出与专长和个人资料相关的关键卖点。同时，这也是个好机会，能够谈论自己从工作、生活学习获得的经验和技能。

其他有关工作经验的问题：

- 谈一谈你为之自豪的主导的或是参与的项目。
- 结合具体事件，谈一谈你如何应对工作中的挑战。
- 是否参加过与自己主要职责无关的工作项目或活动？
- 分享一个你所负责的，分析并解决问题的事例。
- 你的优势有哪些？
- 你最大的缺点是什么？

基于行为学的面试提问。

请举一个进入新环境，如何适应新环境的事例。

答:市场环境瞬息万变，重要事项也在变化中。如今，在同一家单位不同团队中工作变得常见。这也是为什么雇主们想要雇佣那些灵活的、适应力强的候选人。借此机会，求职者可以分享过往经验，以及克服难题做出改变的应对策略。

跟客户或同事处理过哪些棘手的难题，如何应对的？

答:职场冲突时有发生。最重要的是如何应对解决。面对挑战时，在决策前，客观对待并倾听多方观点很重要。

当同事遇到工作难题时，你是如何帮助应对的？

面试官想了解求职者是否具有良好的团队精神。求职者可以举例自己调整优先事项，主动帮助同事的经历。讲述帮助同事克服挑战，提升硬技能及软技能也是不错的回答。

描述一个你做出的不受欢迎的决定，以及你是如何实施的。

答：除非求职者是一个在会议中与所有人观点一致的人，否则肯定会发现自己需要表达不同的、不受欢迎的观点。阐释每个业务决策过程都必须考虑所有不同的观点和选项。求职者也可以分享自己是如何阐释个人观点，并且帮助别人理解的。

其他基于行为学的问题：

- 在何种类型的企业文化中，你的工作效率最高？
- 你最喜欢/最想为哪种风格的领导工作？
- 举例你在压力下如何有效工作的事例。
- 请讲讲你实现目标的例子，如何实现的。
- 当在工作中与别人意见不一致时，你会怎么做？
- 分享你最激励同事的一个例子。
- 你觉得同事的哪些品质很重要？

除了上述问题外，外包员工还应准备有关其职业规划的问题。以下是两个最常见的面试问题和参考：

为什么选择面试一个短期岗位？

A：很多人认为求职者选择面试短期职位是因为他们别无选择。与其沿着这条路走下去，不如谈谈这个岗位如何激发自己的兴趣，自己不想拒绝任何学习的机会。

如果在合同期内得到了一个长期岗位，你会怎么做？

A：这是求职面试中最常见的问题之一。重申你对这份工作的承诺，并希望有机会做出贡献，持续学习和成长。求职者也可以分享一些在面试准备中发现的员工轶事，这些事件激励自己申请这份工作。



问面试官的问题.

面试是双向的交谈。求职者可以在面试中问一些自己在公司调查中无法查到的信息。反向提问是候选人了解公司、未来同事、公司价值观和目标的机会，以便了解是否适合自己。

可以问的问题

- 贵公司是在招聘近期空缺的岗位，还是新增的岗位？
- 招聘的这位候选人在团队及部门中的定位？
- 团队中上下级关系，汇报对象？
- 贵司对这个岗位的候选人近期及长期的期望是什么？
- 职业发展和晋升的机会是什么？
- 面试的下一步是什么？
- 团队和组织文化是什么样的？
- 您在公司工作多久了？是什么原因让您一直留在这里的？
- 贵司与竞争对手的差异是什么？
- 你们提供哪些员工福利？如何帮助员工成长？
- 我会多久得到面试反馈，下一步该怎么做？
- 短期雇佣未来是否有机会转为正式员工？

不要问的问题

- 这个职位的薪水是多少？
- 奖金是什么类型的？我会有奖金吗？
- 公司是做什么的？
- 可以早到或晚走吗？
- 可以在家工作吗？
- 被解雇之前，会有多少次警告？
- 工作共享有可能吗？
- 可以参观你们的休息区吗？
- 怎么看待良好的旷工记录？
- 我什么时候可以休年假？

面试后续.

感谢面试官的时间，面试结束后马上离开。当候选人还在同一栋大楼里，不要电话亲戚朋友讨论面试经历，因为不知道谁可能正在偷听这些谈话。

即使是负面的面试经历或体验，也不要表现出来。候选人永远不知道面试官将来会成为利益相关者还是客户。

此外，候选人应该跟面试官或招聘人员跟进面试表现。即使面试失败，也要征求反馈，这样才能提高自己的面试技巧。如果两天后还没有得到回复，可以通过电子邮件与对方联系，跟进面试结果。



试用期内生存的8个技巧.

1.介绍自己

主动结识新同事。在电梯里、餐厅或走廊上打招呼。这些互动最终会有回报。如果公司节奏很快，新同事可能第一周没有时间与自己做自我介绍，所以从自己的团队同事开始。

一个好的开端非常有利，如此一来，同事们就知道如何与自己合作，提高工效。

2.结交一位能够帮助自己了解公司内部情况的同事

了解谁是关键的影响者，谁已经在公司工作了一段时间。联系那些对什么可行，什么不可行有很好把握的老手，他们很乐意带自己四处看看。另外，还需要有人帮自己寻找“重要的信息”，比如文具店在哪里，或者吃午餐的好地方在哪里！

3.对上级及同事设定期望

一定要在上班的第一天和上级安排一次开门见山的会议，感谢他们给自己这个机会。这也是一个很好的机会来建立和调整他们在自己的第一周和第一个月的工作期望。如果自己从事一个管理岗位，在第一个月就可以开始为直接下属设定期望。我们不建议在第一周就给团队设定期望，因为那样看起来为了获得控制权做得太多。

4.养成良好的习惯

应该期待在第一个月收到很多新信息。长远来看，如果能养成良好的习惯，并在一开始就做好安排，事情会变得更加容易。如果开始面对时间管理的挑战，利用一些额外的时间来规划如何度过每一天，并开始把计划付诸实践。



5.问问题

没有人会因为对方提问而进行责备。作为新人，应该多提问。永远不要假设同事们会告诉自己所有需要知道的事情。他们可能会错过与新人分享一些小细节。保持开放和求知欲，以及终身学习的心态。

6.参加比赛

如果没有足够的工作要做，采取主动，积极提供帮助，把一些任务从经理或团队手中移过来。同样地，当新人参加第一次会议，试着马上参与进来。准备好加入讨论，提出问题并分享观点(或者至少介绍自己并表达加入团队的兴奋之情)。注意不要霸占着发言机会，否则你会给人留下万事通的印象。

7.开始展示被雇佣的特性和能力

俗话说，“行动胜于雄辩”。无论求职者在面试中说了什么，把它作为自己的任务。如果说自己是社交媒体奇才，那就从如何在公司的社交媒体平台上推广品牌或活动的想法开始。记录自己的主要贡献和从同事及客户处得到的积极反馈。新人应该养成早一点收集反馈的习惯，这样就可以在试用期评估、未来的绩效评估和薪资谈判中随时分享这些反馈。

8.承认错误

立即承认错误。不要等着看上级是否发现——大多数上级比自己想象的更善于观察！与其担心所犯的错误并试图找到摆脱它的方法，不如向上级承认自己的问题，并一起努力找到一个可行的解决方案。这样做反而显示出自己排除故障、克服挑战的能力。

恭喜通过面试！现在有了一份新工作，有了新的团队和雇主，求职者需要一些时间适应全新环境。需要学习如何适应办公室动态，使用新的数字工具，以及如何利用自己的技能和经验为企业创造价值。

笔记.

联系我们

欲了解更多信息，请访问 www.randstad.cn

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your career matters.

career advice guide



human forward.

 randstad

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welcome to randstad.

The world is fast-changing and somewhat unpredictable, but what remains constant is how important it is to find meaningful work. With innovation driving the world of work ever faster, you might be left wondering: how can I find a job that works for me? Which steps lead to where I want to go?

We know that finding that dream job is never an easy task. Our role is to help you navigate those challenges, and connect you with fulfilling job opportunities that will help you reach your full potential.

As one of the largest global HR services companies in the world, we've had the privilege of representing more than 500,000 people in making their next career move each year. Our vision is to impact the work lives of 500 million people worldwide by 2030.

Some of the most prestigious and attractive employers – locally and across the region – work with us to hire great talent like you. Whether you're looking for permanent, contract or temporary roles, we have various job options for you across key industry sectors. Our specialist recruiters stay plugged into the latest market trends so that they can provide valuable career advice and guidance to best represent your interests to our clients, and help you achieve your career aspirations.

As you start your journey with Randstad as your trusted partner, I hope you will find this career guide useful. If you need more information, please reach out to one of our recruitment experts today.

In the meantime, if you like to find out more about Randstad's full scope of [recruitment and HR services](http://www.randstad.cn), visit www.randstad.cn

To your success,



Natellie Sun
managing director, search and selection
greater china
randstad

what to expect from working with randstad.

interview & assessment

Our thorough interview and assessment process allows our consultants to fully understand your working experience and skills, as well as your career aspirations in terms of a future role, employer and workplace culture. We can also advise on the best approach for your job search and how you can identify some of the most promising job opportunities in the market.

job offer

Our specialist consultant will negotiate the most favourable remuneration package achievable in line with your market worth. They are highly-skilled in this process and committed to getting great results while keeping your best interests in mind. When considering a new role, it is critical that you evaluate the entire package and not just the salary. This would include employee benefits, company perks as well as the team and work environments that you'll be a part of.

matching you to your new employer

Our True-Fit® hiring approach allows us to probe deeper and provide the most accurate match to a potential employer by assessing you on the job, boss and company fit.

interview with our client

schedule the interview

Once your consultant has identified a potential job opportunity, it will be presented to you and if acceptable, an interview will be scheduled immediately.

prepare for the interview

Together, you and your recruitment consultant will prepare for your interview. Besides going through the skills and experience in your resume, we will help you prepare for anticipated questions and answers to ensure you present yourself in the best light. Interviews can take many forms, such as face-to-face, panel and even pre-assessment tests. In recent years, it has also become increasingly common for candidates to go on a phone or video interview. Regardless of the interview format, our recruiters are here to assist you.

debrief

After the interview, it is important that you call your consultant within the hour to debrief them on how it went and discuss next steps.

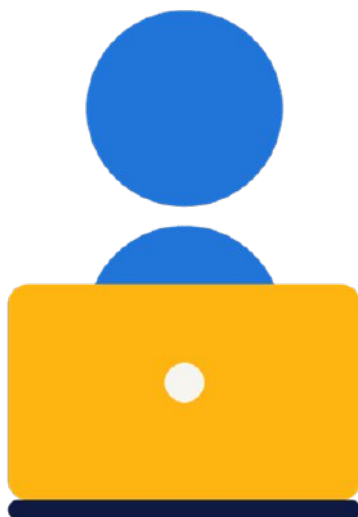
writing a great cover letter.

A well-drafted cover letter shows an employer that you have read the job description thoroughly and thoughtfully considered the role before applying for it.

As with all emails and messages, every cover letter you send with your CV should be specially crafted for the person you're sending it to and the job that you're applying for.

hints & tips

- The length of your cover letter should be less than one A4 page.
- Where possible, personally address the cover letter rather than 'To Whom It May Concern'.
- Include an introductory paragraph that says your name and the position applying for.
- Be concise. Explain how your experience meets the key criteria of the position.
- Tailor the tone of the letter based on the culture of the organisation. Always be positive and confident.
- Avoid listing all your skills and talents on one page. You don't want to appear overconfident.
- Thank them for taking the time to read your application and close it with a call to action. For example, ask for contact details or an interview opportunity at the employer's convenience.



writing a winning resume.

A well written resume will help you create a personal brand and is the first door opener to getting the interview.

You don't get a second chance to make a first impression so it's important to put the effort into creating a winning resume. It should showcase your achievements and value to the organisation in a short, sharp and proactive way. Recruiters and employers often receive hundreds and thousands of resumes a week, and they usually only take a few seconds to look at each one of them. To ensure that your CV does not drown in the pile, make sure it clearly shows all key information and that your contact details are well displayed.

In a candidate-short market, it is also worth considering how you can enhance your resume creatively through the use of various digital tools. Professionally-designed CVs, video resumes and web portfolios stand out more than just a black-and-white CV.

10 tips to writing a good resume

1. personal information

This should include your name, home address, mobile number, e-mail address and URL of your business networking profile.

2. write a resume summary statement

It is good practice to write a brief summary (no more than 50 words) highlighting your qualifications and key achievements at the top of your resume. This helps the hiring manager decide quickly if they should continue reading more about you.

3. tailor your resume for each position you apply for

Demonstrate clearly and concisely that you're qualified for the position you're applying for, by describing your relevant qualifications and skills. Always link them back to the key criteria listed in the job advertisement.

4. provide details of your work history and experience

One of the first things recruiters and employers look for is your employment history. The details in this section help them ascertain whether your professional experience is relevant to the position. Include the job titles, specific responsibilities and accomplishments for all your key roles in your career to date. These should appear in descending order, with your most recent experience right on top.

5. outline your education

A proactive and positive attitude towards lifelong learning is always an advantage. Therefore, include all details of your completed degrees/diplomas, professional qualifications, training seminars as well as any other relevant courses you've attended.

6. note your relevant personal accomplishments

What you do outside of work tells the recruiter a little bit about your personality, which would help them determine if you can fit in to the company's culture. We recommend these achievements to be included in the "interests, voluntary activities or awards" section of your resume.

7. state that references are available upon request

Make sure you have collected the full contact details of your references prior to submitting your CV so that you can share them upon request.

8. review, review, review

Spell check your resume! This is your one opportunity to make a great first impression so be sure to present your resume with no grammatical or spelling errors. Using a professionally designed template, different colours and bullet points will allow key information to stand out and be easily read.

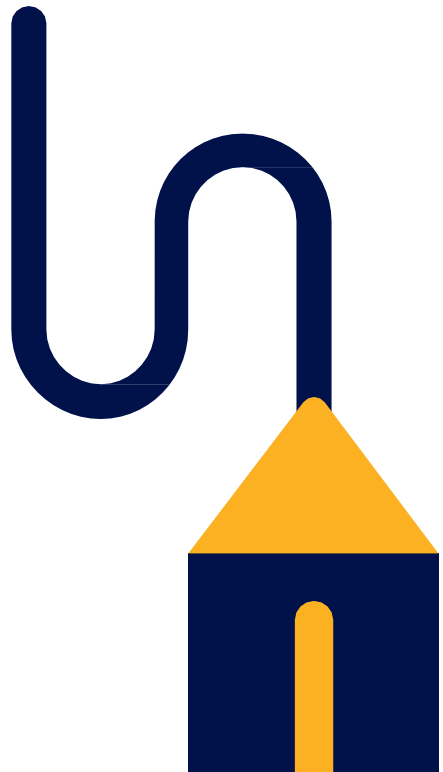
9. focus on quality, not quantity

The length of the resume should not exceed two pages in length. Keep it short and simple.

10. always get a second opinion

It's important to carefully proofread your resume before sending it out as spelling or grammatical errors can make you look sloppy and unprofessional. Get your resume vetted by a friend or family member to get an objective opinion on the content, format and design.

And remember, never ever lie or embellish your skills and experience on your resume. If you're caught doing so, it could do real damage to your credibility and reputation.



preparing for your interview.

Preparing yourself for an interview is key to a successful interview outcome. Interviews can be nerve-wrecking. By preparing yourself well, you'll feel more confident and be more likely to perform at your best.

5 tips to prepare for your interview

1. research the company

Go through the company's website and social media accounts to learn more about its history, mission and values, products and services, as well as market position and growth plans. Through the company's website and social media channels, you can also gain a better understanding of its employer brand and workplace culture.

You should also perform a quick Google search and read what the media, industry experts and ex-employees are saying about the company. This is also a good opportunity for you to learn more about new industry trends and challenges, which you can bring up during the interview to show that you have done your research.

2. prepare yourself for behavioural-based questions

During the interview you may be asked some behavioural-based questions, which would require you to provide some real examples of situations you've faced in your previous jobs and how you've dealt with them. The objective of these questions is to help the interviewer assess your skills, experience and ability to think on your feet. How you've acted in the past can also determine the way you will act in the future. You can see some examples of behavioural-based questions on page 14 of this guide.

A quick and easy tip to help you with behavioural-based questions is 'SAO' — Situation, Action, Outcome. Start by describing the situation you were in, the action you took and the positive outcome you were able to achieve.

3. think about your strengths

It's important to sell yourself in an interview, especially if you're interviewing for a sales position. Not everyone feels comfortable talking about themselves in a positive light but it is important to demonstrate why you're the best person for the job. Share real examples which can showcase your competencies.

4. think about your weaknesses

Probably one of the most common, yet trickiest questions to handle in an interview is talking about your weaknesses. The best way to approach this is to be open about the areas you feel you could develop further or improve on. For example, "Speaking in front of a large audience isn't something I feel particularly confident about, but I've been trying to speak up more in team meetings to overcome this weakness."

5. know your career highlights & achievements

It's very important to have specific examples of your career highlights and achievements so make sure you know exactly which examples are relevant for sharing before the interview.

Our specialist consultants work closely with our clients and have an in-depth knowledge of the interview process. They can share with you additional tips on what type of questions to prepare for and the specific skills and experience that the employer is looking for. As part of our recruitment service, we help all our candidates prepare for the interview beforehand.



interview hints and tips.

You only have 30 seconds to make a good first impression, so make the most of it. Here are some great tips to help you prepare and get you through the interview process.

dress smart

When in doubt, always go with business attire when attending a job interview. For men, that would be a blazer, long-sleeved buttoned shirt, long trousers and dress shoes. For ladies, choose an appropriate shift dress; or a high-cut top with long pants or a skirt that covers your knees, and dress shoes or heels. The same dress code should apply even if you're interviewing with a start-up.

look smart

Greet your interviewer by their last name with a firm handshake and a smile. Maintain a comfortable level of eye contact throughout the whole interview. Keep both your feet on the floor and both your hands visible to the interviewer so it doesn't look like you're nervous or hiding something. Don't forget to be polite to the receptionist too.

be smart

Always listen to the whole question and think before you speak. You should also share examples of how you have overcome the challenges and the key learnings you have taken with you. If you do not understand the question fully, be sure to clarify with the interviewer. Besides your talking points, you should also prepare some questions for the interviewer. These could be about their work culture, opportunities to grow professionally or the team dynamics, just to name a few.





dos

- Arrive 10 minutes earlier.
- Shake hands firmly and maintain eye contact.
- Prepare for the anticipated questions.
- Listen to the whole question before you start to answer.
- Be clear and answer the question in full with examples.
- Put your phone away (and on silent mode) during the interview.
- Don't forget to smile – it helps to ease the tension.

don'ts

- Come unprepared for the interview.
- Give one-word answers.
- Forget to bring a copy of your resume.
- Be too familiar, chatty or aggressive.
- Speak negatively of a past employer.
- Interrupt the interviewer.
- Wear slacks or informal clothing to an interview.
- Ask about salary unless prompted.
- Forget to thank the interviewer before you leave.

interview questions worth preparing for.

your qualifications

describe an example when you had suggested a new way of working that improved the outcome.

A: If you can't think about an example in a working environment, you can share one of your past experiences from outside of the workplace, such as from your personal or academic past. The objective of this question is to evaluate some of your soft skills, such as problem-solving, troubleshooting, creative and critical thinking, and the ability to voice feedback and challenge the status quo. Other questions about your qualifications:

- Why did you pursue this career?
- Have you ever led a team or coached someone in school or at work? Explain your role and responsibilities.
- Since you graduated from school, how have you upskilled yourself?
- How do you keep up-to-date with the changes that are happening in your industry?

your career goals

why are you interested in this role and our company?

A: The interviewer wants to know your motivation to better understand if the role that is on offer can help you achieve your career goals. This assures them that you're in for the long-haul. Your research about the company and the role would be useful in helping you answer this question. Showcase that you've done your homework about the company, and use this as an opportunity to align your interests with the needs and requirements of the role.

why do you want to leave your current job?

A: Whether it's career progression, developing new skills, or simply looking for a platform that can meet your career aspirations, it's important to be honest about what motivates you to look for a new opportunity. However, try to avoid talking negatively about your previous employers or colleagues, as it reflects poorly on your personality. The industry you work in could be very small and there may be a chance that your interviewer knows your ex-employer on a personal level.

other questions about your career goals:

- What would you like to be doing five years from now?
- How will this job fit in your career plans?
- What do you expect to do or learn from this job?

your work experience

what specific skills have you acquired or used in previous roles that you can apply to this position?

A: This is an opportunity to articulate your value to the team by drawing from previous work experience to highlight key selling points about your expertise and profile. It's also a good time to speak about your transferable skills that you may have acquired from experiences from your personal life and in school.

other questions about your work experience:

- Tell us about a project that you've either led or participated in that you're proud of.
- Tell us about a past experience about how you have overcome a challenge at work.
- Have you ever participated in an activity that is outside of your primary responsibilities?
- Share with us an incident where you took responsibility to analyse a problem and found a viable solution.
- What are your strengths?
- What is your biggest weakness?



behavioural-based questions

tell us about a time when you entered a new environment and how you have adapted to it.

A: The business environment is always changing and priorities can shift. It is also not uncommon for employees to be working in different teams within the same organisation these days. This is why employers want to hire people who are agile, can adapt easily with a good attitude and are resilient. Take this opportunity to share a past experience and how you've overcome differences and challenges in times of change or adversity.

have you ever dealt with a difficult situation with a client or colleague? How did you manage and respond to it?

A: Conflicts happen in the workplace. The most critical thing that matters is how you react and respond to them. It is important to always be objective when faced with a challenge, look at the facts and listen to all the different perspectives before you come to a decision. This is an excellent chance to highlight your interpersonal communication skills and your personal approach to working in a diverse and inclusive environment.



in a scenario where your colleague is facing a challenge at work, what do you do?

A: The interviewer is trying to ascertain if you're a good team player. It is also good to describe the various technical and soft skills you've applied to help your colleague overcome the challenge.

describe a decision you made that wasn't popular and how you handled implementing it.

A: Unless you're a person who agrees with everyone during a meeting, you will definitely find yourself in a situation where you would need to voice a different and unpopular opinion. Explain that it is essential for every business-decision making process to consider all different perspectives and options. You can also share how you've explained your opinion to help others understand your viewpoint.

other behavioural-based questions:

- What type of workplace culture are you most productive in?
- Describe the type of manager you're most inspired by / most want to work for?
- Tell me about the time when you have worked effectively under pressure.
- Give an example of a goal you reached and tell me how you achieved it.
- What do you do if you disagree with someone or when someone disagrees with you at work?
- Share a recent example of how you were able to motivate your colleagues.
- What qualities do you find important in a co-worker?

In addition to the above questions, professional contractors should also be prepared to answer questions about their career plans during the interview. Here's how you can respond for the two most frequently asked interview questions:

why did you choose to interview for a contract role?

A: Many people think that job seekers choose to interview for a contract role because they are left with no choice. Rather than go down that road, talk about how the role piqued your interest and that you do not want to deny yourself of any opportunity to learn.

if you're offered a permanent role while you're still on contract, what would you do?

A: This is one of the most frequently asked questions during a job interview. Reiterate your commitment to the job and that you're looking forward to an opportunity to contribute and learn with them. You can also share some of the employee anecdotes that you've found in your research which had motivated you to apply for the job.



questions to ask your interviewer.

Don't forget, an interview is a two-way conversation. You're allowed to ask questions that you can't find in your research prior to the interview. This is your opportunity to learn more about the company, the people you would be working with as well as the organisation's values and goals, and find out if you're a good fit for them.

questions you can ask

- Are you hiring for a recently-vacant position or is this role a new headcount?
- How will the person contribute to the team and the department?
- What are the reporting lines in the team?
- What are the short and long-term expectations for this position?
- Will there be career development and advancement opportunities?
- What is the next step in the interview process?
- What are the team and organisational cultures like?
- How long have you been with the company, and what made you stay?
- What do you think differentiates you from your competitors?
- What are some of the employee benefits you offer and how do they help your staff?
- When should I expect to hear back from you about feedback on the interview and next steps?

- Is there an opportunity for this contract role to be converted to a permanent one in the future?

questions you should not ask

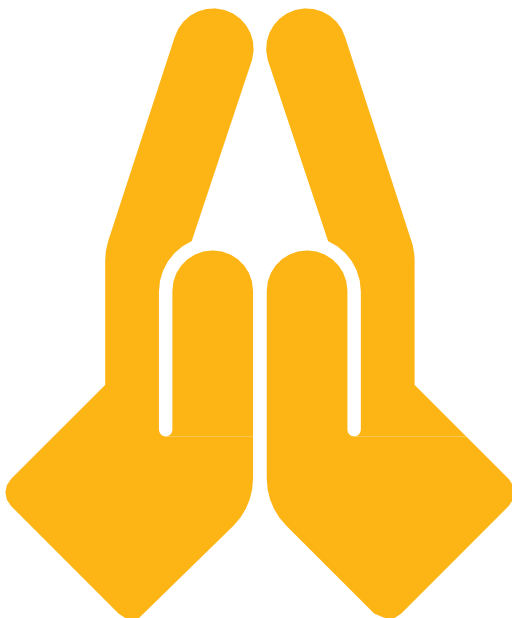
- How much will I get paid for the role?
- What type of bonus do you pay out and am I entitled to them?
- What does your company do?
- May I arrive early or leave late as long as I get my hours in?
- Can I do this job from home?
- Was the previous person fired from the job?
- How many warnings do you get before I get fired?
- Is there job sharing?
- Can I take a look at the pantry and break areas in your office?
- What does this company consider a good absenteeism record?
- When can I start to take annual leave?

what happens after the interview?

Thank them for their time and leave the building right after the interview. Do not call your family or friends to discuss your interview experience while you're still in the same building, as you won't know who may be listening in on those conversations.

Even if you had a negative interview experience, don't ever show it. You never know if they may be your stakeholder or client in the future.

You should also follow up on your performance with the interviewer or recruiter. Even if you did not get the job, ask for their feedback so that you can improve on your interviewing skills. If you have not heard back after two days, connect with the interviewer or recruiter via an email to follow-up on the outcomes of the interview.



8 tips to survive your probation or contracting period.

1. make it a point to introduce yourself

Take the initiative to meet new colleagues. Say "hello" in the elevator, pantry or along the corridor. These interactions will pay off in the end. If the company has a fast-paced culture, your new colleagues may not have time to introduce themselves to you on your first week, so start with the group of people you're directly working with. It will be in their best interest to get you started on the right foot, so that they know how to work and collaborate with you for better efficiency and productivity.

2. befriend a veteran who can help you navigate the ins-and-outs of the company

Learn who the key influencers are, and who's been at your company for a while. Reach out to the veteran who has a good handle on what works and doesn't, and is happy to show you around. Plus, you'll need someone to go to for "important insights" like where the stationery is or where good lunch hideouts are!

3. set expectations with your boss and colleagues

Make sure to set up a kick-off meeting with your boss on the first day of work to thank them for giving you the opportunity. This is also a good time to establish and align what they would be expecting from you in your first week and month. If you're in a managerial position, it's important to begin setting expectations with your direct reports by the first month. We don't recommend setting your expectations with the team in your first week, as it may look like you're doing too much to gain control.

4. get organised to set good habits

You should expect to receive a lot of new information in your first month. It would be easier in the long-run if you set up good habits and get organised right at the beginning. If you start to face challenges with time management, take some extra time to map out how you'll spend each day and begin putting your plan into practice.

Congratulations on passing the job interview. Now that you have a new job with a new team and employer, it will take some time to adjust to a brand new environment. You'll need to learn how to fit into the office dynamics, use new digital tools, as well as show how your skills and experience can add value to the business.

5. ask questions

No one will fault you for asking questions. As the new kid on the block, it's pretty much expected of you to ask questions. Never make assumptions that your colleagues will tell you everything you need to know. They are humans too and may miss out on sharing a couple of small details with you. Be open and curious, and adopt a lifelong learning mindset.

6. get in the game

If you don't have enough work on your plate, take the initiative and offer your help to take some tasks off your manager's or teammates' hands. Likewise, when attending your first meeting, try to get involved immediately. Be prepared to join the discussion, ask questions and share your opinions (or at the very least, introduce yourself and convey your excitement about joining the team). Be mindful that you don't hog the floor or you could come off as a know-it-all.

7. start demonstrating the attributes and capabilities you were hired for

As the saying goes, "Action speaks louder than words". Whatever you said about yourself during the interview, make it your mission to do it. If you said that you're a social media whiz, start by sharing ideas about how to promote the brand or campaigns on the company's social media accounts. Keep track of all your major contributions and positive feedback that you've received from your colleagues and customers. You want to get in the habit of collecting such feedback earlier so that you can be ready to share them during your probation review, as well as in future performance appraisals and salary negotiations.

8. admit mistakes

Own up to your mistakes – immediately. Do not wait to see if your boss has noticed – most bosses are more observant than you may think! Instead of worrying about the mistake made and trying to find a way to wiggle out of it, admit that you've made a mistake to your boss and work together to find a viable solution. Doing so shows integrity and an ability to troubleshoot.

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