



## Résumé mistakes can reveal much about prospective employees

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Résumés can be a great tool for hotel managers to get their first real glimpse at a potential hire. The way an applicant's résumé is organized, the flow of information, and the way the information is shared can sometimes speak volumes about how the candidate will perform if they were hired.

Not only does an error-free résumé illustrate an applicant's ability to pay attention to detail, but it conveys the personal responsibility assumed by the applicant to present themselves to others for consideration in an unblemished manner. It signals that the applicant cares about how they are perceived by others. Remember, if an applicant doesn't care how they as an individual are perceived, do you really think that potential future employee will subsequently care how the hotel is perceived by the guest? Probably not.

The best indicator of future behavior is past behavior. So the prudent hotel manager should carefully examine each applicant's résumé for errors as part of the applicant review process.

Following is a listing of "trigger" spots that you should be mindful of when reviewing an applicant's résumé. If you should come across one or more of these spots, it should trigger a set of questions from you that will get to the heart and true meaning of what was or wasn't written.

- Leaving out dates either in education or employment
- No chronological listing of work
- No contact information for past managers/supervisors
- Exaggeration of accountabilities and responsibility
- Pages and pages of task details
- Summary of work history by type rather than listing company name, job title and contact information
- Unsubstantiated overview of personal strengths
- Entitlement mentality: Job duties listed but no measurable accomplishments
- Accomplishments that do not describe where and when they were made
- Positions out of line with the level of personal qualifications
- Accomplishments listed separate from work history so it is not clear what was done where
- Fancy, hard-to-read fonts
- Graphics and clip art added to résumé pages
- Typos, misspellings and poor use of grammar
- Résumé seems too duty-oriented rather than focused on accomplishments
- Performance results are hard to identify
- "Fluffy" words that seem out of context for the statement
- Incomplete sentences



- ❑ Disorganized material and lack of focus
- ❑ Résumé seems too long for the positions held or being applied for
- ❑ Lack of clear direction
- ❑ Inaccurate information about schooling and degrees received
- ❑ Gaps between employment (covering or misrepresentation of facts)
- ❑ Poor representation of qualifications (over or under qualified)

Be sure to spend an equal amount of time reviewing an applicant's completed employment application. Look for the same "trigger" spots. Also evaluate the applicant's ability to follow directions (print here, fill out completely, sign there). Applicant's who cannot or are unwilling to follow specific written directions often exhibit difficulties or hesitancy to take direction from leaders or to comply with an employer's work-related policies. The warning signs are there, you just need to recognize them. ✧

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