

### Activity 3:

Fill in the blanks with the correct headings and information given below each blank line.

|            |                      |                   |
|------------|----------------------|-------------------|
| References | Personal Information | Summary of Skills |
| Experience | Activities           | Objective         |
|            |                      | Education         |

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John Doe  
Phone: 403-546-4949  
E-mail: [johndoe@email.ca](mailto:johndoe@email.ca)

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To seek a job as a customer service agent to use my experience and expertise in customer service.

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- Good at taking directions and following instructions.
  - Able to work in a busy environment.
  - Works well under pressure.
  - Capable of working in a loud environment.

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Salesclerk  
Valuemart, Calgary, AB  
2015 - 2016

- Stocked shelves.
- Mopped floors.

Customer Service Clerk  
Greatstore, Surrey BC  
2000 - 2015

- Handled returns and exchanges.
- Answered customer queries.

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Secondary School  
Almadina School, Syria  
1995- 1998

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Available upon request.