

# Resumes Australia

Professional Executive **Resume Writing** Services



## Instruction Sheet for Resumes and Selection Criteria

### Developing Your New Resume

Resumes Australia's unique resume writing process has been designed with the busy executive in mind. You don't need to make appointments for personal visits or extended phone consultations during business hours. You decide when you want to allocate the time to provide the input we need.

### The Resume Writing Process

- We ask that you send us your existing resume in MS Word format. It will be overhauled to produce a first draft. The information is re-worked, organised and formatted to ensure that the contents are presented in the best possible way. It will then be sent to you via email as a MS Word document.
- Prior to adding your input to the draft resume or selection criteria please save it as a MS Word document with a .doc or .docx extension to a permanent location on your hard disk using exactly the same file name that we have used. If you are using a Mac, please save the document as a Word 97-2004 document with a .doc extension before commencing work on it. **WARNING** – please note that we do not support any documents that have been written in Mac Pages as the formatting is destroyed.
- Questions (written in red) will be incorporated into the draft to obtain additional information about your experience, expertise, achievements, and the challenges and issues you have faced. We ask that you respond within the document (in blue) to all the questions, but please do not delete the questions.
- Once you have completed answering all the questions, please return to us, as a MS Word file attachment, for further editing, using the same subject line as the one we use, and retain the same file name - please do not send as part of the body of the email. Almost all recruitment firms and employers request that applicants send or upload their resumes as MS Word documents.
- Your responses will then be re-worked, edited and integrated to finalise the document and a final draft is sent to you for approval. Any and all further additions or changes must be made within the actual document.

### Resume Template

- If you don't have an existing resume, then our proprietary resume template in MS Word format will be sent to you, via email, to enable you to provide information about your career. You can then provide the information requested in the template and send it back by email. This document then becomes your 'existing' resume and the above process is then followed.

### Timeframe for the Resume Writing Process

- We recommend that you allow 10 business days for the entire process. However, if you need to submit an application urgently, please still book our service as we are usually able to accommodate urgent assignments.
- Once you have received our draft, please return it in MS Word format, ASAP but ideally within a maximum of 5 or 6 business days. Delays in returning the draft document may impact the turn around time for its completion.
- Please keep us advised if you have an application deadline, we need a minimum of 3 clear business days before applications are due. Please refer to our Terms & Conditions of purchase.

[www.resumes-australia.com.au](http://www.resumes-australia.com.au)

National: 1800 RESULTS Direct: 02 9922 6175 Fax: 02 8904 1531 Email: [info@resumes-australia.com.au](mailto:info@resumes-australia.com.au)

# Resumes Australia

Professional Executive Resume Writing Services



## Terms & Conditions of Purchase

On the 1st of January 2011 a uniform law governing the services we will provide to you commenced, the Australian Consumer Law ("ACL"). It is a set of laws now applying throughout Australia and details specific rules and regulations regarding our quality services to you, together with inherent guarantees, applying upon the engagement of our services.

The further terms and conditions of our Agreement with you are set out below. The ACL can be read by you at any time, and we invite you to discuss any matters of the ACL and/or our Terms and Conditions, prior to you engaging our services.

### We specifically bring to your attention the following conditions of our Agreement with you:

- There will be no additional charges to you, unless you later request additional services beyond the scope of our initial Agreement with you.
- Payment will be required in full via PayPal prior to commencement of our services to you. (major credit cards are accepted including MasterCard and Visa).
- Once you have entered into our Agreement, you are responsible for payment of the full agreed service fee. No refunds will be provided after signing of our Agreement, unless for some unforeseen reason it is not possible for us to provide or complete our agreed services for you.
- Our service will be completed for you within a reasonable timeframe. This is one of the objectives of the ACL. Our service will also be delivered with all reasonable care and skill that would be expected of us by you. So as to ensure these objectives can be met, we cannot accept assignments at short notice nor deliver the service sooner than what is a reasonable timeframe.
- Upon you providing the necessary instructions to us, that timeframe can be discussed with us if you so require, so that there will be no uncertainty before you engage us.
- Our service incorporates a collaborative process. Your input into the Executive Resume Writing process is essential to ensuring the quality results you expect. We cannot meet the ACL statutory guarantees if you are unavailable or unable to assist us, when we request your instructions, during the writing process.
- We are entitled to terminate our Agreement with you if : (i) you do not provide responses to us within twenty one (21) days to any request for further information we require from you so that we can complete our services for you; or (ii) we lose contact with you and you do not inform us of your new contact details within twenty one (21) days.
- Our Agreement with you will be deemed to end after twenty one (21) days of us informing you that our agreed work and services for you has been provided to you and is complete. Should you thereafter require any further services from us that may arise from our completed work, or otherwise, then any such further services to be provided will only start after your purchasing of these further services from us and a further binding agreement entered.

**Upon your purchasing of our Services, you have confirmed entering a legal binding Agreement with us and you also confirm your acceptance of all the terms and conditions above noted as being within our Agreement with you.**

### Procedure after entering into our Agreement with you

Once you have purchased any of our products or services, you will receive an email from us with all necessary details required by us to commence our services for you, such as providing to us a copy of your current resume and/or your employment history, a job description for the position you may wish to apply for. If you have requested and agreed on any of our other products or services including our Executive Coaching, Interview Coaching or 360-Degree Feedback services, you will receive a similar email. We will need all your contact details, so that we can commence our services for you promptly and to achieve a timely and quality service for you.

[www.resumes-australia.com.au](http://www.resumes-australia.com.au)

National: 1800 RESULTS Direct: 02 9922 6175 Fax: 02 8904 1531 Email: [info@resumes-australia.com.au](mailto:info@resumes-australia.com.au)