

**Context Bullet Point:** develop a context to help the reader understand the business or setting in which you work; don't leave this up to interpretation. An effective context bullet points strengthens the reader's understanding of the bullet points that follow.

Complete each section with as much detail as you need to develop the bullet point. See the sample below and create a context bullet for each of your jobs using the blank sections.

| Employer Name | Industry               | Brief description   | Customer/Services                        | Your general responsibilities  |
|---------------|------------------------|---|--|--|
| Rocco's       | Hospitality/Restaurant | Family style restaurant<br>Casual<br>Private parties<br>60 seat dining room<br>Noisy, fun | Families<br>Good food w. moderate prices | Provide wait service for high-volume, casual restaurant specializing in creating a family-friendly experience. |
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|               |                        |   |  |  |

**Creating 2<sup>nd</sup> & 3<sup>rd</sup> bullet points:** follow the sample and complete the grid below to develop result-oriented bullet points.

| Job Title | Task                                  | Skills Needed That I Possess  | Proof That I'm Good At It                                 | Result <ul style="list-style-type: none"> <li>• For organization?</li> <li>• For customer?</li> </ul>                                   | Bullet  |
|-----------|---------------------------------------|---|---|---|---|
| Waitstaff | Serve 5-6 tables with parties of 2-10 | Organizational<br>Communication<br>Multi-tasking<br>Calm under pressure | High tips<br>Boss assigns me best tables                  | Satisfied customers = Return business<br>Word of mouth referrals<br>Improved efficiency<br>Achieve higher table turnover rate = revenue | Efficiently anticipate and manage customer needs, resulting in higher table turnover and increased revenues.<br><b>OR</b><br>Consistently earn high tips based on ability to multi-task and manage the needs of 6-20 customers at a time. |
|           | Train new staff                       | Communication<br>Patience<br>Multi-tasking                              | Was promoted to this job<br>The people I train don't quit | Low employee turnover because they know<br>Customers get better service   | Train new employees in dining room and kitchen operations resulting in high employee retention  |
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