

# Jobs at Pancho's

Are you looking to work for a stable well reputed home-grown brand with a great team environment? We are fun and focused individuals who enjoy ensuring our guests experience generous, delicious meals with thorough and unpretentious service.

Just 5 mins from the CBD on Albany Hwy Victoria Park for over 29 years Pancho's Villa Mexican Restaurant in East Vic Park has been the place to go for laid back, legendary, Mexican dining.

We are looking for someone who:

- Has a great work ethic
- Has a positive attitude
- Is passionate, creative, professional and honest

**Does this sound like you?**

**If so, we want to talk to you!**

## *Applying for a job at Pancho's*

Considering working for us? We have prepared these guidelines to ensure your application gets a fair assessment, and to prepare you for our interview process.

We have a lot - around 100 - people apply for each role we advertise. This is good for us, giving us lots of choice, but it can make it hard for an applicant to stand out from the crowd. We do read every application we receive, but we're not able to provide feedback on each application as to why it was not successful.

Many applications we discard because they are poorly presented or poorly written. We simply don't have time to consider an applicant who is poorly presented, when we have 80 other folks who are excellently presented. That does not mean you need to get a graphic designer involved in your resume design - any of the standard templates out there are fine.

We DO mean your resume must be logically presented, clearly written, and reflect all the aspects we detail below.

Most of these are common sense, but common sense does not seem to be very common any more... (we know, this does not apply to you!)

## *Before You Apply*

1. Before you apply, read the job ad thoroughly. We spend significant effort crafting a job ad to ensure it communicates exactly what we want. Don't assume more (or less) than the ad says.

We always list requirements for people applying for this role. Occasionally, we'll be so blown away by an applicant's other skills, that we will accept not matching on one requirement... but that's rare. Be up front if you don't match, and in your cover letter, indicate why that requirement does not apply to you. If you don't do this, your application will likely be rejected outright.

Consider that this role may not be for you. If you like the sound of us, e-mail through your resume and cover letter to [dkn@panchos.com.au](mailto:dkn@panchos.com.au) to be notified of new roles as they become available.

2. Research what we do and what we stand for. Knowing what we do at a phone interview and face-to-face interview stage is going to impress us. Having an informed opinion on what we do will impress us more! We love feedback and we thrive on criticism. Analysis of our product within your area of expertise is sure to make you look good.

Not remembering who we are, what we do, or what role you applied for when we call does not make you look like the sharpest tack in the box.

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## REVIEW OUR WEBSITE

Here are some things to do on our website:

- Read our About Us section
- Research our menus and specials
- Have a look at our promotions

## *Applying for a role - your resume and cover letter*

1. Write a cover letter that responds to our ad. Sending your default cover letter (which is, by requirement, bland) indicates to us you're not that interested in our role. We don't want bland. We know you're probably applying for lots of roles, and it's a lot of work to write a cover letter to suit every role. Life is hard. If you honestly believe you're a real candidate for this role, your effort is unlikely to go unrewarded.
2. Your cover letter should not just regurgitate your CV in paragraph form. Indicate why you ARE (not why you "believe", or "feel", or "hope") the best person for this position. Talk about us. Even if it's stuff we already know (or, even if it is a criticism), this sends a message that you're thinking, you have done research, you're astute, and you're ready to help us make something awesome: That's a good message to send, and the kind of people we're looking for.
3. Ensure your cover letter is never more than a page, preferably less. PDF or MS Word is fine.
4. We apologise in advance for being egotistical: Make your cover letter about US, not you. Never use words like "I believe that..." or "I'm confident that...", "I've never <specific requirement listed in ad>, but I'm a fast learner...". If the ad does not say "perfect for fast learners" (sometimes, our ads do say this), don't bother.
5. If your resume has similar, but no actual experience in the area we require, discuss this fact in your cover letter, and indicate why the skills you have ARE transferable (not why you "think" they "might" be). We may not be aware of the subtleties of your previous roles, so help us understand.
6. On your resume, when you list the name of companies you have worked for in the past, describe what they do in a brief sentence. This is not necessary if the company is a household name (say "Microsoft"), but err on the side of caution. Don't assume we know the name of the largest olive oil producer in Australia. Please.
7. Include your role title, and provide a sentence describing what that role is in a nutshell. Don't assume we know your industry parlance.
8. List your significant responsibilities in your previous roles in point form.
9. List your achievements in each role in point form. This is one of the most significant parts of your resume. In many ways, your achievements are more important to us than your responsibilities.

These must be specific, tangible, measurable, and usually numeric. If you had Key Performance Indicators in this role, list them, and include what you achieved. If you are shaping up to be a successful candidate, we will check the accuracy with your previous employer.

An example of some meaningful achievements would be:

- Worked on 10 projects in 12 months. Each project was delivered on budget, on schedule.
- KPI: 20 sandwiches per hour. I consistently made 26 sandwiches per hour.

An example of some meaningless "achievements" would be the following. We have included the kinds of frustrating questions we'd ask ourselves, before we put your resume directly on the "no" pile:

- Documented company procedures (which procedures? Were they approved? What docs were in place beforehand? Are they being used still? How big was the document? What was the timeframe? Were they delivered on time? Were you just a writer, or did you form the actual policy itself AND write it?)
- Performed research as necessary (On what? How? Timeframe? What did it result in? Were you responsible for all the research, or just a small part? Did the research you did result in the success of a project?)



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10. If you're older than 15, do not mention the primary school you went to, unless you are being funny (or it was kiddie MENSA).
11. We're based in Perth, Australia. Please address this issue in your cover letter, and let us know what state you are looking for work in, or if you are willing to relocate.
12. For most roles we advertise, we're interested in your actual, real-world work experience, in a commercial environment. We do make exceptions, but you need to address why we should in your cover letter. Volunteer work in a relevant field is meaningful, but not as meaningful as paid work in a commercial environment.

Volunteer work in unrelated fields (for example, charity work) is always a good thing, so don't be shy about that.

13. We're looking for people with the right skills for the role, but also the right PERSON for the role. We want people who can communicate effectively and concisely, who have a sense of humour, who are organised, who show attention to detail, and who present well.

You can have all the skill in the world, but if you're not able to communicate effectively, you may not be suitable for working with us.

## *Applying for a role - your resume and cover letter*

Our process for filling a role is as follows:

### **IN A NUTSHELL**

- place ads
- shortlist applicants
- phone interview with candidates
- shortlist candidates
- face to face interview with candidates
- shortlist candidates
- second round interview
- job offer

### **IN MORE DETAIL**

1. We identify a need in the company to employ this person
2. We ensure we have a detailed Position Description prepared
3. We write a job ad. We're careful here - we need the right mix of "look at us, we're cool!", and requirements for the role. Perhaps unlike recruitment companies, we spend significant time crafting a job ad.
4. We release a job ad, usually to Seek.com.au, and our mailing list. Sometimes, to specific websites that specialise in an industry. Depending on the role, we may advertise internally as well.
5. As applicants come in, we read the cover letter and resume, and sort them into "yes", "maybe" and "no" lists, based on the face value of the resume and cover letter.
  - "Yes" candidates move to the phone interview stage
  - "Maybe" candidates are not reviewed until we have exhausted our list of "yes" candidates
  - "No" candidates are not reviewed again.
6. We prepare for a phone interview with each "yes" candidate. This includes a list of questions designed to provoke responses that tell us where your mindset is. Some will be specific to the role, others will be about you and our industry. Every applicant for a given role is asked these same questions.

We review the cover letter and resume in more detail, and prepare some questions specific to your application. We score your application out of 10 - how suitable you appear for this role, based on your resume and cover letter alone.

At this stage, as each applicant gets more scrutiny, we may move some "yes" candidates to "maybe".

7. We call each candidate for a phone interview. We're always happy to call back at a time that suits you. Have a pen and paper handy. Be in a quiet place. If we leave a message, we'll say it's Nutrition Systems, but not that we are responding to your application for a job here.

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If you have not done your research on us, you're going to come across poorly, and waste our time. Please just ask for time to review the site, and we'll call back (though, this indicates you tend not to do research before presenting an important proposal). We have to ask ourselves, if an applicant cannot present themselves properly, why would we assume they will present our business properly?

There may be just one or sometimes two people in the room (who will identify themselves!). We'll run through our prepared questions, and our 'you-specific' questions. Sometimes, we'll go off on tangents. We like free-flowing conversation, so long as it's relevant. Unfortunately, you're one of maybe eight people we're phone interviewing today.

Towards the end, we'll always ask the same set of questions:

- What's your availability for a face to face interview?
- What's your availability to start in the role?
- What is your salary expectation?
- Do you have any questions for us?

After the conversation, we'll score you out of 10 again (against the requirements for the role), this time based on the phone conversation.

1. Once we have called all the applicants, we review their scores. Some scores may be amended (once we have spoken to all suitable applicants, we may adjust our scoring scale). We decide which applicants we want to meet face to face for an interview. Usually, this is less than half of the people we do a phone interview with.
2. We'll call the applicants to book a face to face interview.
3. Of course, we'll work around your schedule when we set an interview time. We're always able to interview in evenings, and we sometimes interview on weekends, if it suits you (not being able to will not place you at a disadvantage).
4. If you had only done light-weight research before you applied, now is the time to do more detailed research on us and the industry. Some applicants prepare a proposal for us - details on what they could do for us if they got the role. Nice!

It's a great idea to prepare a list of questions - we like questions.

5. Please turn up on time for your interview. We don't just mean "don't be late" (of course, that's never good, but stuff happens, give us a call and let us know! We can always re-schedule). We mean, please don't come early. Coming early does not show you're eager, it shows you don't know how to tell time. We promise we will not start the interview without you. Five minutes before is fine, 20 minutes is not.
6. We have a dress code that is neat and casual - that's what we wear day to day at work, as well. You're welcome to wear a suit, but be aware we won't be, and we don't want you to feel uncomfortable.
7. Our interviews are casual and relaxed. We try to make you relaxed too. They will often be funny, passionate, and involve vigorous debate (much like working here). Don't be afraid to show us your passion! Don't hesitate to illustrate a point on the whiteboard. We like to keep things free, loose, fun and easy.

It's important to us to get to know you as a person, just as much to find out if you can actually perform the duties of the role. We want to work with people we like. We also know that in many ways, you're interviewing us as much as we're interviewing you. We'll never "put on airs" - we do what we say and say what we mean. How we act in an interview, is how we act at work.

At the interview, we'll have a prepared agenda of things to discuss, similar to the process of the phone interview.

Here are some common traps people often fall in to, that you'd best avoid.

We know you're nervous (though, we're really not that scary). The first one is especially important:

- Be concise. Don't ramble. If we want more detail, we'll ask.
- Be careful to actually answer the question we ask. Don't be wooly. If you need us to clarify, let us know.
- Sit back and relax, don't be too tense.



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We'll give you a chance to ask questions (in fact, we really like doing this - "reverse interviewing" often leads to really interesting discussions helping both parties learn). Come prepared with a list of questions or discussion topics, because we will! It's only fair.

At the end of the interview, we'll give you our business card and a copy of our "Company Profile" (but you can also download this from our website), that has more info about us as a company.

We'll expect you to nominate a salary you feel is appropriate for yourself in the role.

We'll let you know when we will be making a decision by. We'll try to hold to our commitment, but we may not be able to, as we'll be working around other candidates as well as our internal business needs. Feel free to email your contact (email is preferred over calling, please), if you have not heard by the specified time.

8. We will not be able to offer you the role on the spot, so don't be disappointed if that does not happen. We need to face-to-face with all our interviewees, and then assess our notes before we can make an offer (and sometimes, we do second-round interviews).
9. We may decide to interview more people from the "yes" pile, or even go back to the "maybe" pile, to get a better range.
10. If you are called in for a second-round interview, there may be a practical component. The second round interview will also discuss issues in more depth, and it's also possible the second round interview will be a full day of you in the trenches, impressing us! These days will be structured, and we'll work hard to set you up to succeed.
11. After all this, we'll let you know we need to speak to your referees. We'd always like to speak to your most recent employer, but we understand this is not always possible. We'll let you know before we start calling references.

For some roles, we require a police check to be completed.

We will Google you. Let us know in advance if there's anything we should be aware of. If we find anything of concern, we'll bring it up with you.

12. Once we have offered the role to someone, and they have accepted in writing, we notify the unsuccessful applicants by email.

We encourage people to re-apply for roles. Just because you were not right this time, does not mean you may never be suitable. We're not able to review all the applicants from previous positions (even if it's the same position, because so many of the people will no longer be looking for work), so it IS worth applying again.

