



HOW TO GET A JOB AT **R** RESTAURANT TECHNOLOGIES

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CREATE A STAND-OUT RESUME

RT is growing fast, and that means our Recruiting team sifts through a lot of resumes, so it's important to make sure yours **stands out from the crowd**. The fact is that many different people are qualified for our open positions, so we have to look for a few clues in your resume to tell us that you're a go-getter who will thrive in our fast-paced, 5-C's culture.

CUSTOMER

CHARACTER

COURAGE

COMMITMENT

COMMUNITY





CREATE A STAND-OUT RESUME

Even if you have a website or LinkedIn profile that showcases your talents and tells your story, your professional resume is still the best tool you have for getting hired. So, how to make sure your resume gets noticed?

USE THE ACTIVE VOICE

Active voice is essential to communicating effectively and efficiently. In fact, you should never have to write "communicates effectively" on your resume because that should be readily apparent throughout your resume.

ACTIVE VOICE IS

When the **subject** of a sentence performs the **action**.





CREATE A STAND-OUT RESUME

Active voice is when you use an action verb and the subject of the sentence does that action. Conversely, passive voice is when the subject is acted upon. Too much grammar nonsense for you?

Here are some examples:

OKAY: The **data input process** **was streamlined** by **my team and me** in just four months.

GOOD: In just four months, **my team and I** **were able to streamline** the **data input process**.

BETTER: In just four months, **my team and I** **streamlined** the **data input process**.

BEST: **I** **led** the **team** that streamlined the data input process in just four months.

SUBJECT

ACTION

OBJECT OF ACTION

See the subtle differences? All of the phrases are about the same number of words, but the last one conveys the most **action** and **confidence**, showcasing your energy and ambition.



NEWEST FIRST - IS YOUR CAREER TIMELINE INTUITIVE?

Beginning with your first job might seem like the best way to organize your career timeline, but most employers (us included) would really like to see your **most recent job first**. Keep the list of your responsibilities or duties simple and straightforward. Additionally, if you have had multiple positions at the same company, break them out separately and list only the details that you added in the new role(s).



For example, let's say you started out with the title of Sales Representative. List a few relevant duties below that entry, such as: 40 cold calls per day, lead nurturing, selling product X, Y and Z. If you were then promoted to Lead Sales Representative, you'd want to list only the new and additional duties below that entry, such as: Managed team of 15, client onboarding and retained 78% of clients for over one year.

Resume real-estate is valuable. Streamline your job descriptions to keep your resume from getting too dense. Assume that all hiring managers understand that 95% of jobs require you to "be organized" or "communicate effectively" and remove those givens from your list.



CREATE A STAND-OUT RESUME

USE QUANTITATIVE DATA

The last few examples are all about numbers. **Numbers exhibit proven results**, and they're likely to stand out among all the words on resumes. Thoughtful use of numbers makes these points — and your resume as a whole — easy to **read** and easy to **remember**.



- Usually, employees who are tied directly to revenue (for example, sales professionals) know their numbers off-hand, but if your role was a little less focused on quantitative metrics, you can still find great numbers to share.
- If you're a writer, think about how many blog or social media posts you write a week/month/quarter. If you're a manager, think about the number of people you manage, AND their quantitative output, as well. It's likely that you can find more numbers than you expected!



CREATE A STAND-OUT RESUME

ADD A FEW DESIGNED DETAILS

When it comes to designing your resume, it's important to strike a balance. Too many elements, and they'll take away from the "meat" of your roles and responsibilities. Fewer elements, and you'll stand out, show creativity and allow the team to focus on the most salient details.

Some design details you might consider:

TRY CREATING A LOGO FOR YOUR NAME

USE A CLEAR, LEGIBLE FONT

RATE YOUR PROFICIENCIES

SPOTLIGHT YOUR PROFESSIONAL ACHIEVEMENTS, CERTIFICATIONS OR THE SUCCESS OF A HIGH-IMPACT PROJECT



If you're not a designer, don't fret. Google and Pinterest are packed with inspirational resume examples and Microsoft Word has resume templates that are easy to customize according to your personality and professional style.



CREATE A STAND-OUT RESUME

CUSTOMIZE IT FOR THE POSITION

Do us a favor: avoid the copy-and-paste resume trap. Take time to look over our job description and include specific the details in your resume to show that your skills and experience align with this opportunity.

For example, let's say you're applying to be an IT Specialist as well as a developer. These jobs require **different qualifications** so you'll want to showcase different sides of your personality and professional life. People are **versatile** and we love that! As long as what's there is accurate and true, your resume will stand out when it's as versatile as you are.



YOUR RESUME IS READY WHEN YOU:

- Use active language
- Add design details
- Prioritize + streamline duties
- Keep it to 1-2 pages
- Customize it for the position you want



WRITE A VALUE-ADD COVER LETTER

COVER LETTERS have a bad reputation these days because people seem to be copying and pasting theirs between Netflix marathons.

If you're ready to write a great cover letter that exudes professionalism and creativity, read on.





WRITE A VALUE-ADD COVER LETTER

CATCH OUR ATTENTION

If your resume is fact-based and not too flashy, your cover letter is your chance to let more of yourself shine through.

Starting with, "My name is Evan Lesvelt and I'm applying to the role of Service Technician," doesn't exactly demonstrate the innovative approach we usually look for when we hire. Plus, your name is important, so you'll want to make sure you have our attention before you introduce yourself. Consider bringing some humor and personality to those all-important first lines.

For example:

"You might not expect a former financial analyst to apply for a Sales Manager job."

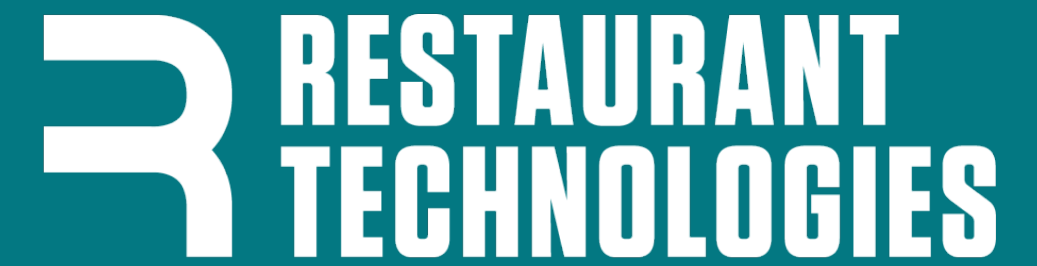
"Are you looking for a smart, organized, hungry new graduate to streamline efficiencies in your warehouse? Then have I got the cover letter for you."

"I've always loved logistics and that's why I'd make the perfect Route Planner & Analyst!"

These are all fun ways to incorporate personality and light humor into your intro. After all, if you're going to write one, make sure it adds to your resume. A good cover letter is memorable for all the right reasons.



WRITE A VALUE-ADD COVER LETTER



PROVIDE CONTEXT

Your cover letter should never compete with your resume. Instead, use it for what it is, **a way to add some context to your resume** — especially when you anticipate the hiring person's inevitable questions. Did you take time off to take care of an ailing family member, to raise your children, or for other personal reasons? Your cover letter is a great place to put that information. You might say, "In the years 2015-2019, you may notice a gap in employment. This was due to becoming the Chief Executive Officer of my household. You could say that I left the workforce, but I worked harder than I ever had before, learning to manage two (albeit small) people, a household and a move. Now I'm ready to bring that energy and commitment to Benefit Restaurant Technologies."

If you're making a career shift, find those common threads in your roles to call out. Perhaps you used to be a retail store manager and you are now applying to be in a marketing role. Discuss your sales skills, your reputation with customers, your ideas for creating in-store promotions, your curiosity about data, etc. These qualities help us answer the questions that your resume may have raised.

FILL IN GAPS

EXPLAIN CAREER SHIFTS

GIVE RELEVANT
EXPERIENCE DETAIL





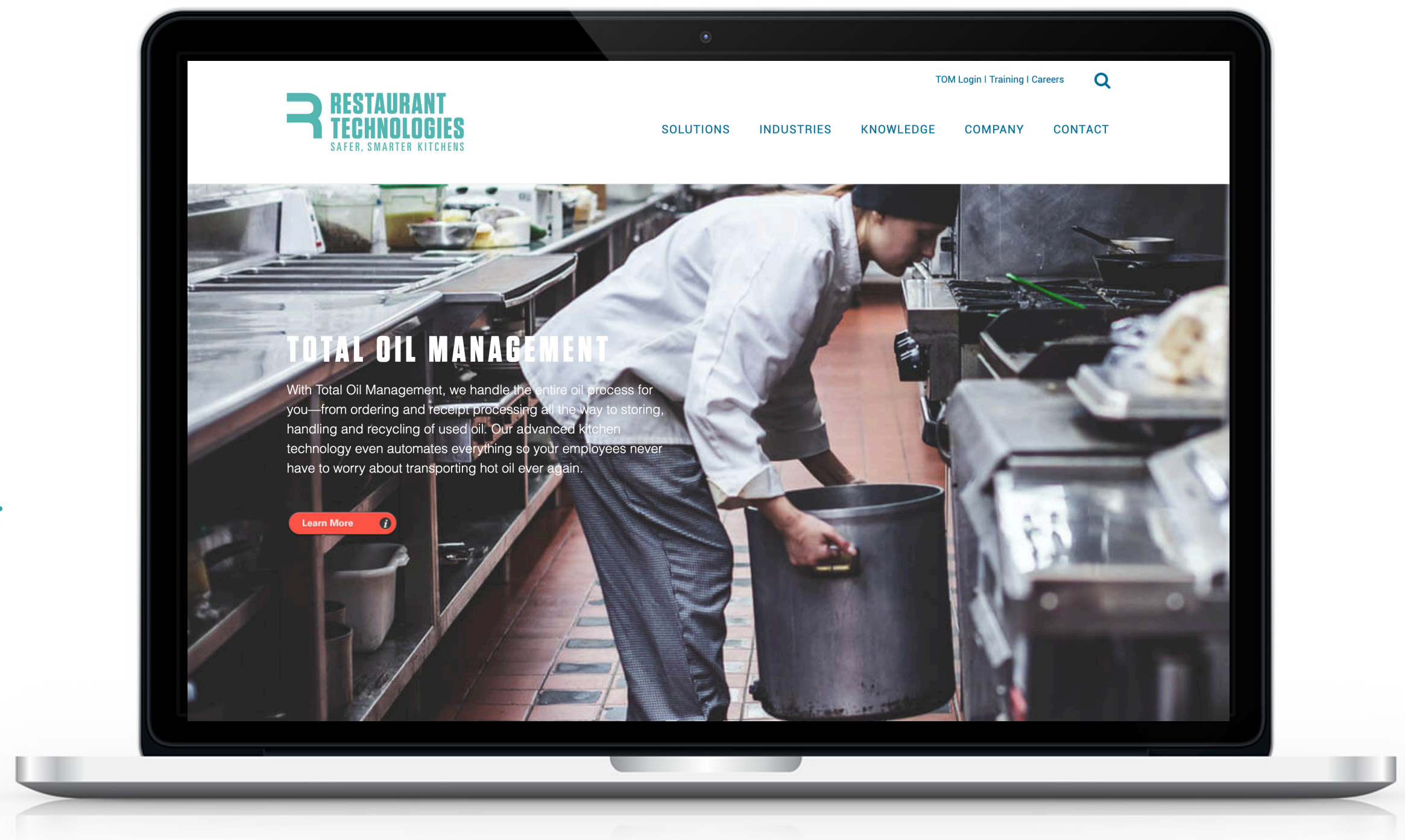
WRITE A VALUE-ADD COVER LETTER



CATCH OUR ATTENTION

We don't mean to sound like Mrs. Jones from your high school Chemistry class, but the other candidates are doing their homework. Read through the qualifications and responsibilities for the role and take the time to do your homework about Restaurant Technologies.

Check out the website, watch all the videos and find out what all those C's are about. 30 minutes of research can really pay off in an interview.





WRITE A VALUE-ADD COVER LETTER

ABOUT THOSE 5 C'S VALUES . . .

Character, courage, commitment, community, and that other one... customers... this is the language we speak and the fabric of who we are and the why behind everything we do. Incorporating examples of how you live out the 5 C's into your cover letter tells us that you care about our organization and can get on board with putting customers first, among other things.





WRITE A VALUE-ADD COVER LETTER

EXPRESS ENTHUSIASM

Some applicants have most, but not all, of the qualifications needed for the position; **enthusiasm** can help close the gap. When you feel excited about an opportunity, your communication tends to be more upbeat and that comes through in your writing. While our qualifications are there for a reason, there are definitely times when we hire someone who wasn't the perfect fit on paper simply because they brought value in some other way. *Don't underestimate the power of excitement!*





5 WAYS TO ACE THE INTERVIEW

1. ARRIVE EARLY

2. SHOW ENTHUSIASM

3. PREPARE SOME QUESTIONS

4. KNOW YOUR ENDGAME

5. FOLLOW UP





5 WAYS TO ACE THE INTERVIEW

1. ARRIVE EARLY

Arriving 5-10 minutes early will allow you to take a deep breath and get your mind in "go" mode. Our CEO expects everyone to *show up on time*; show us that you're punctual and prepared.



2. SHOW ENTHUSIASM

3. PREPARE SOME QUESTIONS

4. KNOW YOUR ENDGAME

5. FOLLOW UP



5 WAYS TO ACE THE INTERVIEW

1. ARRIVE EARLY

2. SHOW ENTHUSIASM

We want to see that you're excited to be here, so don't be afraid to share your positive vibe. We want to hire people who bring a *great energy to the team*, so if you're nervous, use it! Also, pro tip: if you tend to be a nervous person, practice some of your answers a few times through. It always helps to rehearse!



3. PREPARE SOME QUESTIONS

4. KNOW YOUR ENDGAME

5. FOLLOW UP



5 WAYS TO ACE THE INTERVIEW

1. ARRIVE EARLY

2. SHOW ENTHUSIASM

3. PREPARE SOME QUESTIONS

At the end of an interview, we'll usually ask if you have any questions — and *we fully anticipate you having a few!* Bring a few questions, and have a pen and paper handy so you can write down anything that comes up during the interview that you'd like to know more about.

Here are some sample questions to get you thinking:

"Where do you see the company going in the next five years?"

"How is your employee engagement and retention?"

"Do you have a mentorship program for the team?"

"How would you describe the office culture?"

"What are the growth options for this role?"



4. KNOW YOUR ENDGAME

5. FOLLOW UP



5 WAYS TO ACE THE INTERVIEW

1. ARRIVE EARLY

2. SHOW ENTHUSIASM

3. PREPARE SOME QUESTIONS

4. KNOW YOUR ENDGAME

If your end goal is a great offer, remember that no offer is good if the job isn't a right fit for you and for us. We always give the best offer the first time, so you don't have to worry about negotiating. Instead, *make sure you're transparent throughout the interview regarding your expectations.* Are you currently making more than anyone else in your line of work? We use market data to decide what the offer should be, and our PTO is generous, too.

Tell us what your bottom line number is, and consider that it's always a package. If you have a vacation planned or need accommodations, tell us early on about those things. It won't keep us from hiring you; it will allow us the time we need to work through that need. If you do not want to travel and there is a travel component to the role, it may not be a good fit. Have the courage to say so!



5. FOLLOW UP



5 WAYS TO ACE THE INTERVIEW

1. ARRIVE EARLY

2. SHOW ENTHUSIASM

3. PREPARE SOME QUESTIONS

4. KNOW YOUR ENDGAME

5. FOLLOW UP

At the end of the interview, get a timeline for when you should expect to hear back about a decision or another round. If that date comes and goes, don't be afraid to send an email. It's a great reminder that we have a candidate who's excited about the opportunity.



**AND DON'T FORGET THE
MOST IMPORTANT RULE
OF INTERVIEWING:
*Always be honest.***



INTERVIEW QUESTIONS WE MIGHT ASK



Let's take some of the guesswork out of the interview, shall we? After all, we want you to be prepared to answer any and all of our questions. Why be mysterious? Here are five interview questions we might ask (and our advice for how to answer):

“HAVE YOU HAD A CHANCE TO RESEARCH WHAT WE DO AT RESTAURANT TECHNOLOGIES?”

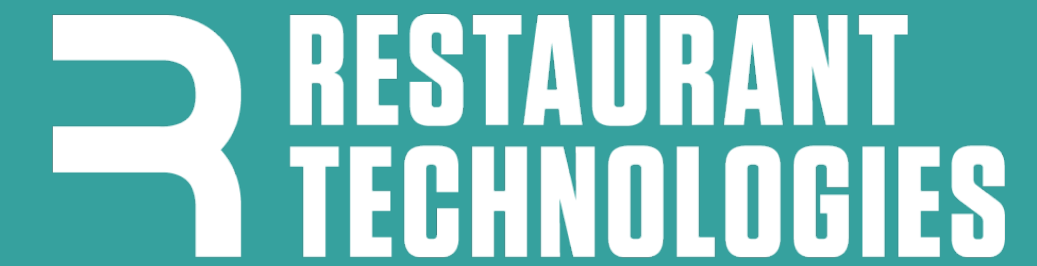
We don't expect you to be an expert on what we do, but the strongest candidates are the most knowledgeable ones. If you've read over our website, our Facebook page, and maybe even a few of our LinkedIn profiles, you'll have a few points of reference to get the conversation started. For example, you might find our "5 C's" interesting and want to know more. You might want to learn how we got started or how our newest product line is doing. Those kinds of answers are our favorites. By the way... if you're reading this eBook, that totally counts!

“TELL ME SOMETHING ABOUT YOURSELF THAT ISN'T ON YOUR RESUME.”

It's like your cover letter has come to life! Don't be afraid to share a personal or professional goal or interest that we'll find fun and interesting. This is your chance to set yourself apart from the pack!



INTERVIEW QUESTIONS WE MIGHT ASK



“WE ALL HAVE NATURAL GIFTS. WHAT ARE YOURS?”

Like the question before it, this is designed to get to the heart of who you are and how you work.

An example of a natural gift might be your ability to put people at ease. It might be spreadsheets and numbers. It also might be an awesome Chewbacca impression.

Any of these are great answers!

“WHAT ELSE DO YOU WANT US TO KNOW AS WE MOVE FORWARD IN THIS PROCESS?”

There’s no right or wrong answer, here. We just want to be sure that we know **your expectations** and give you an ample amount of chances to explain how you work best. This is also a great time to tell us that you really want the job and ask how you can set yourself apart.

“WHAT HAVE YOU DONE LATELY TO IMPROVE YOUR CAREER?”

Are you taking classes or doing research to advance your skill set? Are you taking any steps to improve your opportunity areas? For example, if someone has trouble with public speaking, he or she might try speaking in front of small groups for short briefings first. Have you volunteered to head up a project that’s outside of your comfort zone? We love it when a candidate is self-aware and **takes initiative** to improve where needed.

AND WHEN WE SAY “THANK YOU FOR THE CONVERSATION,” WE MEAN IT! WE KNOW IT TAKES TIME OUT OF YOUR DAY TO CHAT WITH US, AND WE REALLY APPRECIATE YOU PUTTING YOURSELF OUT THERE!



DRESS FOR YOUR INTERVIEW

DRESS FOR SUCCESS

Our corporate office's dress code is smart casual, but there are lots of great reasons to go the extra mile when dressing for an interview. Here are just a few:

1. LOOK SMART, THINK SMART.

Did you know that experiments have shown that when someone dresses up, it can actually improve their abstract thinking and negotiation skills? These experiments posit that, in so many words, looking good means thinking well.

2. YOU SHOW CONFIDENCE.

If you're wearing your lucky sweater or tie, there's no question that it brings you good mojo. When you're in a great mood and feeling confident, it's easier to flow with the conversation. There's no better place to be confident than in a job interview.





DRESS FOR YOUR INTERVIEW

3. IT REQUIRES EFFORT, WHICH SHOWS US THAT YOU CARE.

It's not about looking handsome or pretty. It's about effort. Throwing on a blazer or skirt is a gesture that you want this job and want to do well in this interview.

4. IT'S PROFESSIONAL.

Though you won't find all of our team members in suits every day, we know that professionalism is key in our industry. We wear our Restaurant Technologies logo with pride — from the warehouse, to the restaurants, and to the office. Professionalism is part of our culture and it's part of our promise to our customers. Showcasing your professionalism is essential to getting hired.

5. IT CAN IMPROVE POSTURE.

Whether you're in the office, at a depot or on the phone, wearing a professional outfit often allows you to physically stand and sit taller, also conveying self-assuredness.





DRESS FOR YOUR INTERVIEW

3 TIPS TO KEEP IN MIND FOR A VIRTUAL INTERVIEW:

DRESS FOR THE INTERVIEW.

Though we love those commercials where the candidate is in a blazer and tie with underwear on bottom, go ahead and put the pants on. You never know when you might have to jump for joy!

MINIMIZE BACKGROUND DISTRACTIONS.

If possible, have your computer face a blank wall or something that looks professional. Too much clutter in the background could be distracting to the interviewer.

MANAGE YOUR BODY LANGUAGE.

If you're at home, it's easy to get distracted or focus on something beyond your computer screen. Be sure that the interviewer knows he or she has your undivided attention. Be an engaged listener and ask questions!

DID YOU KNOW:

**SOME RESTAURANT TECHNOLOGIES EMPLOYEES
WORK REMOTELY OR ARE BASED IN ONE OF OUR 41
DEPOT LOCATIONS NATIONALLY. FOR THESE ROLES,
WE OFTEN INTERVIEW VIA VIDEO CHAT.**



WRAPPING UP...



The only thing we love more than talking to potential candidates is hiring them to be on our team! In 2020, we're looking to grow the company significantly! We will be hiring people across the nation to represent the Restaurant Technologies brand and we don't take that task lightly. If you have any questions or concerns about getting a job with us, don't be afraid to reach out!

As always, you can peruse our open positions at careers.rti-inc.com

CONTACT INFO:

Check out our website to see all our open positions, and to apply. Send your questions, comments and resume to our Recruiting team at RTcareers@rti-inc.com.