



# Your path to success

IMAGINE TOMORROW



Dairy for life

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'The people are what make Fonterra, Fonterra! They are very funny and very vibrant. It's just the culture you really want to come to work in.'

*Murihiku Martell, Mechanical Apprentice  
(previously Packing Operator)*

# Ready to land your first job?

At Te Mātāpuna Fonterra, we believe in nurturing talent and providing opportunities for growth.

Whether you're a high school student or an early career seeker, we're here to help you land your first job and get you work-ready. Our Employee Value Proposition, "Imagine Tomorrow," reflects our commitment to empowering you to create goodness for generations.

Here are some tips to help you get started on your career journey and achieve your professional goals as you embark on your first job search.

**"Mentorship is huge within the business. I have been lucky enough to have some fantastic managers who've helped me progress throughout my career."**

*Will Buckley,  
Lab Supervisor*



# CV tips

Creating a standout CV is your first step towards landing your dream job.

Your CV is a snapshot of your skills, experiences, and achievements, and it needs to make a strong impression on potential employers. Here are some tips to help you craft a CV that will get you noticed.

## 1. Keep it simple and tailored

Focus on your key responsibilities and achievements. Use data to highlight your successes and tailor your CV specifically for the role by adding relevant keywords from the job advert.

## 2. Proofread and format

Ensure your CV is error-free and easy to read. Use clear headings, check your contact details, and save your CV as a PDF for best readability.

## 3. Highlight your achievements

Make yourself stand out by listing your achievements in each role. Start with your most recent job and include relevant qualifications and training courses.

## 4. Use a professional layout

Choose a clean and professional layout. Avoid using too many fonts or colours, and make sure your CV is well-organized and easy to navigate.

## 5. Include relevant experience

Focus on including experience that is relevant to the job you are applying for. This can include internships, volunteer work, and part-time jobs.

## 6. Showcase your skills

Highlight both your hard and soft skills. Hard skills are specific, teachable abilities such as proficiency in a software program, while soft skills are interpersonal skills like communication and teamwork.

## 7. Keep it concise

Aim to keep your CV to one or two pages. Be concise and only include information that is relevant to the job you are applying for.





# Cover letter tips

A well-written cover letter can set you apart from other candidates.

It's your chance to showcase your personality, highlight your relevant experiences, and explain why you're the perfect fit for the role. Here are some tips to help you write a compelling cover letter.

## Make it personal and customised

Outline how you can help, talk about your skills and any relevant experiences, such as school projects, volunteer work, or extracurricular activities. Show that you've researched the role and team.

## Avoid common mistakes

Don't simply repeat your CV, avoid grammar or spelling mistakes, and don't use a generic template.

## Ask for a peer review

Have a trusted friend, teacher, or family member review your cover letter to catch any errors and provide feedback.

## Highlight your skills and achievements

Focus on your skills and any achievements from school, sports, or other activities. Mention any relevant qualifications or training courses.

## Be concise and clear

Keep your cover letter to one page, use clear and professional language, and ensure it is easy to read.

## Make your cover letter the first page of the CV:

This ensures it won't be lost in the recruitment process and will be seen by the hiring manager.



# Interview preparation

Preparing for an interview can be nerve-wracking, but with the right approach, you can make a great impression.

From researching the company to practising your answers, here are some tips to help you feel confident and ready for your interview.

## 1. Know where you're going

Make sure you know the location of your interview and how to get there. Plan your route in advance and allow extra time for any unexpected delays. If your interview is online, ensure you have the correct link and that your technology is working properly.

## 2. Practice your interview technique

Practice answering common interview questions and think about how you can showcase your skills and experiences. Even if you don't have job experience, you can talk about school projects, volunteer work, or extracurricular activities. Use the STAR method (Situation, Task, Action, Result) to structure your answers.

## 3. Research the company and role

Take the time to research the company and the role you are applying for. Understand the company's values, mission, and recent news. This will help you tailor your answers and show that you are genuinely interested in the position. Why not discover your connection to Te Mātāpuna Fonterra? You can check out our values quiz [HERE](#).

## 4. Prepare good questions

Have some thoughtful questions ready to ask the interviewer. This shows your interest in the role and the company, and it can also help you determine if the job is the right fit for you.

## 5. Dress appropriately

Choose an outfit that is professional and appropriate for the company's culture. If you're unsure, it's better to be slightly overdressed than underdressed.

## 6. Be positive and confident

Approach the interview with a positive attitude and confidence in your abilities. Remember to smile, make eye contact, and give a firm handshake if the interview is in person.

## 7. Understand the interview structure

Expect a structure that includes a meet and greet, questions about your background and skills, behavioural/competency-based questions, and a Q&A session. Knowing what to expect can help you feel more prepared and less anxious.

## 8. Follow-up after the interview

Send a thank-you email to the interviewer(s) after the interview. Express your appreciation for the opportunity and reiterate your interest in the role.

## Practice makes perfect!

AI interview tools for you.

Getting ready for an interview can be nerve-wracking, but there are some awesome tools out there to help you practice answering those tricky questions. Check out our Te Mātāpuna Fonterra Careers Co-Pilot designed with ZEIL to boost your confidence.

### Your Career Co-pilot

This AI-enabled Careers Toolkit will support you whether you're exploring new opportunities, preparing for interviews, or refining your CV. Smart tools to back you every step of the way.

Give it a try and get ready to ace your interview. Good luck!

# Behavioural-based interviews

At Fonterra, we use behavioural or competency-based interviews to better understand how you think and act in different situations.

We'll ask you to share specific examples from your experiences that show your approach and behaviour. This helps us see how you demonstrate the skills and experience needed for the role.

Behavioural questions often start with phrases like, "Tell me about a time when..." or "Can you describe a situation where...". To prepare, review your experiences and CV, and match them to the key competencies listed in the job description. This will help you provide relevant examples during the interview.

- 1. Use the STAR method:** Structure your answers using Situation, Task, Action, and Result to showcase your skills and abilities.
- 2. Provide real-life examples:** Use examples from work experience, academic, volunteering, or extracurricular activities.
- 3. Sell yourself:** Understand your strengths and provide examples that support these. Be ready to articulate how you would overcome any gaps or work towards further developing the required skills.

## Common interview mistakes to avoid

Even the best-prepared candidates can make mistakes during an interview.

Being aware of common pitfalls can help you avoid them and present yourself in the best possible light. Here are some common interview mistakes to watch out for and how to avoid them.

**1. Lack of preparation:** Not researching the company or the role can make you appear uninterested. Make sure you understand the job description and the company's values.

**2. Poor body language:** Avoid negative body language such as crossing your arms, not making eye contact, or fidgeting. Positive body language can help you make a good impression.

**3. Not answering the question:** Ensure you listen carefully to the questions and answer them directly. If you don't understand a question, ask for clarification.

**4. Talking too much or too little:** Find a balance in your responses. Avoid giving overly long answers or one-word responses.

**5. Neglecting to ask questions:** Prepare some thoughtful questions to ask the interviewer. This shows your interest in the role and the company.

'One of my favourite things is the team environment, I feel really supported. Everybody's ready to step in and help somebody else out'

*Georgia Moore,  
Heavy Automotive Apprentice*



# Good luck!

As you start looking for your first job, remember that every step you take gets you closer to your goals. Stay positive, be prepared, and believe in yourself.

We wish you the best of luck in your job search and can't wait to see you achieve amazing things. Good luck!

## Stay connected

[Fonterra.com](https://www.fonterra.com)



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