Start here

A free kit for retail and restaurant job applications. Independent guide, not an employer.

What is in this kit

- Page 2: your blank CV. Fill it in on your phone.
- Page 3: an example CV, so you can see the layout.
- Page 4: interview tips.
- Page 5: a checklist of papers, 4 safety checks and where to apply.
- Want to send only your CV? Fill in page 2, then save or print that page on its own. It has no branding.

Make your CV on your phone

1. Open this kit in a PDF app such as Adobe Acrobat Reader, Google Drive or Chrome.
2. Go to page 2. Tap a line and type. The fields are highlighted when you open the file.
3. Save a copy when you finish. Rename it with your name, for example Name-Surname-CV.pdf. To send only the CV, print or save page 2 on its own as a new PDF.
4. Send it only where the employer asks for it on its own careers portal.

If your phone will not let you type in the PDF, try another PDF app, or print the page and fill it in by hand.

What a CV should do

- Fit on one page. List your newest experience first.
- Show a phone number you answer and an email address you check every day.
- Be honest. Employers can check what you write.
- Have no spelling mistakes. Ask someone you trust to read it.
- Leave out your ID number, bank details and any photo of your ID.
- No work experience yet? Use school roles, helping a family business, volunteering, church or community work.

PHONE

EMAIL

AREA

PROFILE

EDUCATION

HIGHEST GRADE

SCHOOL

YEAR FINISHED

COURSES

WORK OR OTHER EXPERIENCE

ROLE

WHERE

DATES

DUTIES

ROLE

WHERE

DATES

DUTIES

SKILLS AND LANGUAGES

SKILLS

LANGUAGES

AVAILABLE

REFERENCES

REFERENCE 1

REFERENCE 2

EXAMPLE CV: a made-up person. Use it to see the layout. Do not copy the details.

Sam Example

PHONE	072 000 0000
EMAIL	sam.example@email.com
AREA	Soweto, Gauteng

PROFILE

Reliable and friendly school leaver with a Grade 12 certificate. I like working with people and I learn fast. I can work shifts, weekends and public holidays.

EDUCATION

HIGHEST GRADE	Grade 12 (Matric)
SCHOOL	Example High School, Soweto
YEAR FINISHED	2025
COURSES	First aid, level 1 (2025)

WORK OR OTHER EXPERIENCE

ROLE	Shop helper
WHERE	Family spaza shop, Soweto
DATES	January 2025 to now
DUTIES	Served customers, handled cash and gave change. Packed shelves and counted stock at the end of the week.
ROLE	Volunteer
WHERE	Community soup kitchen, Soweto
DATES	2024
DUTIES	Served food and kept the area clean. Worked in a team of 8 every Saturday.

SKILLS AND LANGUAGES

SKILLS	Cash handling and giving change, customer service, teamwork, always on time.
LANGUAGES	English, isiZulu (speak, read and write)
AVAILABLE	Can start immediately. Shifts, weekends and public holidays: yes

REFERENCES

REFERENCE 1	Mr A. Example, shop owner, 072 000 0001
REFERENCE 2	Ms B. Example, volunteer coordinator, 072 000 0002

Interview tips

General advice for retail and restaurant jobs. We do not know what a specific employer will ask.

Before the interview

- Check the date, time and exact address. Work out the cost and time of the trip before you go.
- Arrive 10 to 15 minutes early. If you will be late, tell the contact you were given.
- Bring your CV, certified copies of your ID and matric if the listing asks for them, and a pen.
- Wear neat, clean clothes. For restaurant and shop jobs, closed shoes are a safe choice.
- Charge your phone and put it on silent.

Questions you may get, and how to think about them

"Tell me about yourself."
Two or three sentences: who you are, what you have done, why you want this job.

"Why do you want to work here?"
Say something true: you like working with people, you want steady work, you know the place.

"How would you handle an angry customer?"
Stay calm, listen, say sorry for the problem, and ask a manager if you cannot fix it.

"Can you work shifts, weekends and public holidays?"
Answer honestly. Say now which days you cannot work, not later.

"Tell me about a time you worked in a team."
Use three steps: the situation, what you did, the result. School, church, sport and family work all count.

Numbers and tests

Some employers test you after shortlisting, for example with basic maths or a short questionnaire. The format changes by employer. Practise adding, subtracting and giving change in your head.

After the interview

- Say thank you, and ask when you may hear back.
- Follow up once, politely, in the same way you were contacted.
- Keep applying elsewhere while you wait. A reply can take weeks.

Walk away if:

- You are asked to pay for the interview, a uniform or training.
- You are asked for your bank card or PIN.
- The interview moves to a chat with an unknown number and no address.

Get your papers ready

Tick each box as you go. Requirements change by store and role, so read the listing you apply for.

- [ ] Certified copy of your ID
- [ ] Certified copy of your matric certificate
- [ ] Your CV filled in and saved on your phone (page 2 of this kit)
- [ ] An email address you check every day
- [ ] A phone number that works, plus airtime or data for the portal
- [ ] Copy of your driving licence, only if the job needs driving

Listings we read in October 2026 asked for Grade 12 or matric, a CV, and certified copies of ID and matric. Not sure where to certify copies? Ask a police station or a commissioner of oaths near you whether they can do it and what they need.

4 checks before you send your CV to anyone

- A real employer does not charge a fee for an interview, a uniform, training or checks.
- Use only the employer's own careers website.
- Do not send your ID or CV to a number or email you cannot confirm on the employer's site.
- Check the web address before you type any personal detail.

Where to apply

Applications happen on the employer's own careers portal. Portals checked on 16 October 2026:

- KFC: kfcjobs.mcidirecthire.com
- PEP: pep.mcidirecthire.com
- Pick n Pay: picknpay.wd3.myworkdayjobs.com

Vacancies change and portals can move. Type the address yourself instead of tapping a link in a message.

While you wait

- Apply to more than one place. One PEP listing we read says an application is unsuccessful if you do not hear within 4 weeks of the closing date. Other employers differ.
- Check the closing date before you travel or print anything. Old listings can stay online.
- More guides: credsteady.com