



NF9. Getting a job as a Pharmacy Technician

9.1. Skills and qualities needed in a Pharmacy

9.2. Presentation letter

9.3. Job interview



INTRODUCTION

Now, that you are almost at the end of your 1st year formation as a Pharmacy Technician, it is time to think about **what you need to do to get a job** in the future and **get ready for it**.



9.1. SKILLS AND QUALITIES NEEDED IN A PHARMACY

Exercise 1. Highlight those personality traits or skills you think that can be positive or good. Make sure that you understand what they mean.

English	Catalan	English	Catalan
Multi-tasking capabilities		Perseverant	
Leadership skills		Manipulative	
Respectful		Creative	
Selfish		Scheduling skills	
Patient		Team working skills	
Time management skills		Stress management skills	



Insecure		Lazy	
Proactive		Honest	
Tactless		Communication skills	
Flexible		Motivated	
Mature		Problem solving skills	
Stubborn		Jealous	

Exercise 2. Match each image/situation with the personality trait or skill that represents.

Communication skills **Creative** **Leadership skills** **Problem solving skills**
Perseverant **Flexible** **Scheduling skills** **Multi-tasking capabilities**

- 1) When Lynsey finds some obstacles in her way, she rapidly gives ideas to overcome them.

- 2) David finds new ways to express the same ideas. He innovates every day and tries to use original strategies to arrive further. _____
- 3) Paula never gives up and she always works hard to achieve her goals. _____
- 4) Mery adapts to all kind of situations and she never imposes her ideas. She can stay and work with people that have different personalities. She is not rigid at all. _____
- 5) Tom is carrying out 3 projects in his company. He can do more than one thing at the same time. _____
- 6) When Martha has something in mind, she always know how to share it with the others. She is really good doing oral expositions and defending her points of view. _____



7) _____



8) _____



During job interviews, there are certain types of questions that employers tend to ask. One of the most common interview questions is, ***What is your greatest strength?*** which is often preceded or followed by, ***What is your greatest weakness?*** When answering questions about your strengths and weaknesses, always keep the **job description in mind.**

When addressing questions about your strengths, focus on strengths you have that are required for the job. For example, if a job requires a lot of work on team projects, you might say that you are a clear communicator who can work with diverse groups of people.

Exercise 3. Name 3 of your skills or personality traits. Then, write 3 skills or personality traits that a Tech should have. Share with your partner why you think that these skills/ personality traits are important.

a) Skills/ personality traits that I have:

- 1.
- 2.
- 3.

b) Skills/ personality traits that a Tech should have:

- 1.
- 2.
- 3.



Exercise 4. a) Can you write down a situation for one of the skills that you have chosen in activity 3a that exemplifies it?

i.e. → I really know how to work with others (team working). During my degree I did many projects in which I worked with 3 or 4 people. That gave me experience so I learnt how to deal with different personalities within a group.

b) Then, share it with a 4 people group and, reading only the situation, let the others members of the group guess what you are talking about.

When answering questions about your weaknesses, avoid weaknesses that would make you unfit for the job. For example, if the job requires a lot of technical skills, do not say that your weakness is technology. Also, no matter what weakness you select, try to add a positive spin to your answer.

Exercise 5. What is the [video](#) about? Which 4 suggestions appear? Choose one strategy and write down the answer that you could give to the question *What is your greatest weakness?*

- This video shows...
- The 4 suggestions that appear are:
 - 1.
 - 2.
 - 3.
 - 4.
- My greatest weakness is...



9.2. PRESENTATION LETTER

A presentation/cover letter is a one page document that you send with your resume when applying for a job. It is a tool to introduce yourself in a personal way.

Which items do you think that a good cover letter should include?

- Introduce yourself to the hiring manager.
- Explain, in details, your life.
- Argue why you would be a good fit for the job.
- Your soft skills and positive traits.
- Explain your weakness not showing a desire to improve.

Exercise 6. Which kind of information should include each section in a presentation letter? Then, try to guess its order of appearance.

Contact information

Conclusion

Middle paragraph

Introduction

Second middle paragraph

- _____: write the salutation to address the contact person. Tell the employer the position you are applying for and how you learned about the opportunity. Briefly present basic info about yourself, including: degree,...
- _____: this paragraph gives a summary of your background and critical skills (hard skills) that make you qualified for the position.
- _____: this paragraph can be used to demonstrate your persuasive skills (soft skills).
- _____: The final paragraph is called the “call to action.” Inform them that you’d love to get interviewed. Thank them for spending the time to read your letter.
- _____: to begin, include both the employer’s and your contact information.



Exercise 7. a) Read the following cover letter and mark all the sections mentioned before.

Dear Hiring Manager,

I'm excited to be applying for the position of Pharmacy Technician with Cloud Clearwater. As a detail-oriented and attentive person, I would love to have the opportunity to work with your company to provide excellent customer care. One of the most important qualities of any good Pharmacy Technician is the ability to work quickly and precisely. With my excellent attention to detail, I believe I'll be a perfect fit.

During my previous position at Retail Ocean, I assisted the in-house Pharmacist with filling and distributing prescriptions. My duties included verifying insurance information for patients as well as answering billing questions and concerns. I have a Pharmacy Technician Certificate, and as part of my training program, I developed the skills necessary to help patients acquire the prescriptions they need. I also understand the importance of keeping precise inventory, managing in-house shelves, and keeping things organized.

I also have strong leadership and customer service skills. During my time at Retail Ocean, I was responsible for training four other employees. I was also able to effectively handle customer complaints, questions, and billing disputes in a way that was meaningful and effective for everyone involved.

Thank you for your time and consideration. I'm looking forward to hearing more about the Pharmacy Technician position at Cloud Clearwater. Customer service and satisfaction is one of the most important things to me, and I know that at Cloud Clearwater, I'll be able to help make sure each patient walks away feeling cared for.

Sincerely,

Cody Fredrickson

b) Answer the questions below:

- Is there any missing part in this cover letter?
- Which position is Cody applying for?
- Where was he working before?
- Write down 2 skills that could help Cody to get the job.
- Do you think that he would be a suitable candidate? Justify your answer.

Useful sources:

- <https://resumegenius.com/cover-letters-the-how-to-guide>
- <https://www.washington.edu/doit/key-elements-cover-letter>

9.3. JOB INTERVIEW

Have you ever done a job interview? How was your experience? Which position were you applying for?



Exercise 8. a) Individually, think about some questions you would ask if you were to interview some candidates to work in your Pharmacy. Write, at least, three different ones.

I)

II)

III)

b) Share your questions with your classmates.

Exercise 9. Read these questions and make sure that you understand all of them. Write the translation below.

1. Why are you studying to be a Pharmacy Technician?
2. Could you describe yourself?
3. What are your weaknesses?
4. What are your strengths?
5. What makes you the best person for the job?
6. Give an example of when you worked effectively in a team...
7. Why do you want to work with us?



Exercise 10. Here you have some possible answers. Match each interview question with the answer the best fits.

- a) I would like to work with you because I want to and I think this would be possible working in your Pharmacy.
- b) I consider myself a person with.....
- c) I'm very interested in healthcare and that's why I'm studying this Pharmacy Technician certificate.
- d) I strongly believe/ I think I'm the best person for this work because.....
- e) I tend to say the first thing that comes to my mind without thinking about what I'm saying first, this can make me seem cold and even a little mean which isn't my intention at all. I'm actively working on making sure that my criticisms are constructive and that I'm leaving people with solutions and options rather than just shutting them down.
- f) When I was studying we did a project in *Health promotion*, we got a 9 score. The reason why we got this mark was that we managed to work very well like a team. I learnt that communication is the key, sometimes it was difficult because we have different opinions, but I discovered I was capable to reach my goals and also capable to help others.
- g) I think that one of my strengths is that I am a very responsible person and I know how to organize my time in order to be very effective. In addition, I am a social person and I know how to create a good working atmosphere.

Question	Answer
1	
2	
3	
4	
5	
6	
7	



Exercise 11. Fill in the gaps while watching the video [Common Job Interview Questions and Answers](#). Use the words or sentences above.

hire education background personality traits abilities
tell the truth search tools practice all the answers strengths

I) Tell me about yourself.

The important things you need to mention are:

- your
- probably you can talk about your and
- also you can talk about the things you like to do in your free time.

II) Why should we hire you?

- The things that you need to mention are about your skills and and also back it up with some examples.
- A company will only you if you add value to their organization.

III) Talk about your strengths

- List your and back it up with some examples, for example if you have to talk about your leadership qualities then what you can do you can say is that I was leading a big presentation.

IV) Are you planning for your future studies?

- You need to plan this question very tactfully because the company wants to know if you are taking up this work for good or you are just using their training and then saying goodbye to them.
- because you may have to apply for leaves.

V) What do you know about our company?

- Use your on the internet or go ahead and look at the company's website learn and understand what the company is into.

VI) Conclusion

- Make sure you before you go for an interview.
- Tell the facts and don't lie.

Exercise 12. In pairs, prepare a job interview following the steps below:

1. Write together the dialog between the pharmacist and the candidate. At least, include 4 questions and the right answers.
2. Ask your teacher for a feedback so that you can correct the mistakes.
3. Decide who is going to be the pharmacist and who is going to be the candidate... It's time to play your role!!!

Useful sources:

- <https://resources.workable.com/pharmacist-interview-questions>

Exercise 13. Present your job interview. It's up to you to choose how to present it, you can record a video or to perform the role-play in front of your class.

Exercise 14. Co-evaluate your classmates. During their interview, fill up the rubrics. Take into consideration that it will be a part of their mark so try to be fair.

Exercise 15. Final reflexion. After the oral presentations, answer the following question: *If you were a pharmacist, which candidate would you choose as a Pharmacy Technician? Why?* If you need it, you can use the following structure:

If I were a pharmacist, I would choose _____ to work in my pharmacy because I think _____.

_____. In addition, _____.

_____.

