

## **Employment Emails:**

- 'Cover Letter' Emails
- Thank You Emails
- Confirmation Emails
- Rejection Emails

Employment emails are an important communication tool and most job search campaigns cannot be conducted without them. When communicating with employers, students should follow the basic business letter format described in this section. Students who compose and send exceptional emails are noticed and strongly considered for opportunities.

While some correspondence with employers is still sent through the mail in a hard-copy format, most communications today are in the form of a 3 to 4 paragraph email that introduces you and your resume to an employer and identifies your reason for sending it. The 'cover letter' email is an opportunity for you to focus on and communicate to a prospective employer your relevant skills, knowledge and accomplishments that match the characteristics of a specific position or organization. Finally, the email can motivate the employer to read the resume and invite you for an interview for the position you are seeking.

## **Guidelines:**

### **Appearance**

**Individualized:** Address the email to an individual rather than to "Dear Recruiting Manager" whenever possible. Call to get a contact if one is not known. This is important for follow-up. You should follow up your letter with a phone call to confirm that it arrived and to demonstrate continued interest.

**Paragraphs:** Be brief; keep them short enough to encourage reading.

## **Writing Style**

**Targeted:** Be specific. Indicate a special reason for wanting to work for that particular employer, if possible, or something about your interest and skills for the industry or career field.

**Persuasive:** The message should be problem-solving oriented referring to how you can meet the employer or job needs rather than simply listing accomplishments or your desires.

**Tone:** Be clear and concise. The email should expand upon the resume and add personal flavor. Give the impression of confidence, but not conceit. It is best not to be clever or cute, but you may choose to be creative, depending on the type of employer to whom you wish to appeal.

**Accuracy:** Use correct grammar, punctuation and spelling. Make certain there are no mistakes. Have career counselors and/or individuals you know critique your draft message.

8/13/2010

## Self-Descriptive Words

(Add personal qualities to the letter)

active	independent
adaptable	logical
aggressive	loyal
alert	mature
ambitious	methodical
analytical	objective
attentive	optimistic
broad-minded	perceptive
conscientious	personable
consistent	pleasant
constructive	positive
creative	practical
dependable	productive
diplomatic	realistic
disciplined	reliable
discrete	resourceful
economical	respective
energetic	sense of humor
enterprising	sincere
enthusiastic	sophisticated
extroverted	systematic
fair	talented

## Action Words

(Serve to convey a spirited personality and a productive person)

accelerated	managed
adapted	motivated
administered	organized
analyzed	originated
approved	participated
coordinated	performed
conceived	planned
conducted	pinpointed
completed	programmed
controlled	proposed
created	proved
delegated	provided
developed	recommended
directed	reinforced
eliminated	reorganized
established	revamped
expanded	revised
founded	scheduled
generated	set up
influenced	structured
implemented	supervised

## Types of 'Cover Letter' Emails:

### Application

Explains your interest in a specific position known to be open with an employer. It includes pertinent details about your qualifications and requests action regarding the position.

### Inquiry

Expresses interest in working for the employer and inquires as to whether a particular type of position might be available.

## Using Contacts in the Email

Students should always mention the name of a contact whenever possible. A contact can be a professor, a friend's parent or alumnus/ae. By mentioning the contact's name, a whole new image about the candidate is generated. The employer may conclude that the contact is endorsing the candidate; the resume will be read and the chance of an interview is more favorable.

(Adapted from: *Career Planning Today*, C. Randall Powell; *Resumes That Knock'em Dead*, Martin John Yates)

## Other Resources

### **BOOKS – Check the Career Resource Library for additional print resources**

*200 Letters for Job Hunters*. William S. Frank. Ten Speed Press.

*Cover Letter Almanac & Disk*. Adams Media Corporation.

*Resume & Job Search Book for College Students*. Bob Adams. Adams Media Corporation.

### **WEBSITES**

[Career Lab](#)

[Carnegie Mellon Career and Professional Development Center](#)

[Job Web](#)

## ***Suggested Message Format***

Dear Mr./Mrs./Ms./Dr. (Contact Person):

### **First Paragraph - Introduction (2 - 4 sentences)**

*Establishes the purpose of your email, attracts attention and arouses interest.*

- Mention the name of your contact person, if applicable.
- State why you are writing by naming the specific position or type of job.
- Tell how you heard about the position/employer and why you are interested in it.
- Insert a brief sentence that gives your degree, major, college affiliation, and graduation date.

### **Second/Third Paragraph - Body (1 - 2 paragraphs, depending on background)**

*Generate interest with content by indicating how much employer research you have done and how your skills/background match the employer's needs.*

- Indicate how you can help the employer achieve organizational goals in your specialty. Focus on what you can do for them rather than why you want the position.
- Highlight your most significant accomplishments, abilities, and experiences that are specifically relevant to the employer and job requirements.
- Sell your credentials - your mission is to prove you should be invited to an interview. Make reference to enclosures.
- Do not simply repeat your resume but point out important experiences and key assets - show some of this to demonstrate to the employer your more personal qualities that cannot be indicated on a resume.

### **Fourth Paragraph - Closing (4 sentences maximum)**

*State your commitment to action.*

- Take the initiative to make clear what happens next - you will be calling to arrange an appointment, and/or ask for additional information.
- State your availability. Let them know if/when you will be in the area.
- Mention attached resume or sample work, if applicable.
- Restate contact information so the employer can reach you.
- Thank the employer.

Very truly yours/Sincerely,

Your Name

## ***Sample Messages***

**(1)**

Dear Mr. Reid:

I am writing to apply for a full-time Chemical Engineering position at Colgate-Palmolive. As a senior in Chemical Engineering at Carnegie Mellon University graduating in May 2011, I am very interested in the development of consumer products. I would welcome the opportunity to bring my research and engineering skills to Colgate-Palmolive's products.

As you can see from my attached resume, I developed my research and engineering skills through several internships and academic projects. During my internship at Procter & Gamble, I developed all aspects of a prototype for a newly conceptualized oral care product. By the end of my project, I was able to hand out samples of the product. My supervisors commended me for my communication and creative problem solving skills, and for my ability to work well with many different people within our development team.

As an active member of the Carnegie Mellon campus, I developed my leadership skills. As president of the American Institute of Chemical Engineers, I am in charge of planning meetings, fundraisers, activities and our annual departmental banquet. While Service Chair for Lambda Sigma, the sophomore honor society, I organized service activities and motivated members to participate in the service events.

I welcome the opportunity to speak to you regarding a full-time position with Colgate-Palmolive and will call you in two weeks to set up a convenient time. If you have any questions, please contact me at (412) 862-9999 or pm99@andrew.cmu.edu. Thank you for your consideration.

Sincerely,

(2)

Dear Mr. Eisenberg:

As a student at Carnegie Mellon University majoring in Professional Writing, I am writing to apply for a summer internship in Promotions or Public Relations. In addition to pursuing a BS in Professional Writing, I am also minoring in Multimedia Production and preparing for a career on the broadcasting industry. I have developed skills in document production, media promotion, interviewing, and editing.

As indicated in my resume, I have the strong interpersonal, oral communication, and writing skills to qualify for a position in Promotions or Public Relations. I have developed and demonstrated these skills through a promotional project I did for an upper level class entitled *Writing and the Public Interest*. After extensive research and interviewing, I wrote a model press kit and conducted a full press conference for a Carnegie Mellon Outreach Program called *Role Models*. Additional experience in promotions includes working as head of fundraising for *ISA International* at Boston University. At BU, I interacted with the Boston media and business sectors while working to fund a fashion show, an international conference, and a soccer tournament. As an executive of the club I worked on marketing, including a promotional event hosted at *Avalon* in Boston in 2009.

As a resident of Massachusetts, I am familiar with Greater Media Cable. I will contact you next week to discuss internship opportunities at your company. Thank you for your time and consideration.

Sincerely,

(3)

Dear Mr. Fields:

I am a junior majoring in Electrical and Computer Engineering at Carnegie Mellon University. I recently met with Bill Jones, a Control Designer at Hewlett-Packard's Fort Collins, Colorado Unit. He recommended that I bring the attached resume to your attention. I would appreciate if you accepted this message as an application for an intern position on your design team.

Over the past few semesters, I have taken several classes that have broadened my background in digital design. These courses familiarized me with the techniques used to abstract and organize complex computational devices and behaviorally simulate their models. In addition, I gained experience in low-level circuit simulation techniques and VLSI layout. The list of CAD tools I've used includes Cadence Design Studio, Verilog, MAGIC, and Spice.

My last internship at Microsoft Corporation provided me with an opportunity to make a significant contribution to a large, dynamic project. While on the Outlook Web Access team, I learned to coordinate my individual efforts with the other highly motivated people around me. I developed strong organizational and team oriented skills. I am confident that these abilities would serve me well on your design team.

As stated earlier, I am very interested in integrated circuits and feel that I could contribute to the efforts of your design team. I would appreciate the opportunity to discuss my qualifications and your summer employment opportunities in more detail. I can be contacted at 412-268-1111 or ece+@andrew.cmu.edu. I look forward to hearing from you.

Sincerely,

**(4)**

Dear Dr. Dennis:

I am writing in response to your email concerning summer opportunities in Asia with A. Great Company. As a junior at Carnegie Mellon University double majoring in Industrial Administration and Economics, I am very interested in the fast paced world of investment banking. I believe my business education, wide range of work experience, and success in managing my finances provides me with a valuable understanding of the financial world of A. Great Company.

As the Assistant Recruiting Coordinator at the Career Opportunities Center, I operate in a complex work environment. My day typically consists of last minute scheduling of students, and corresponding with recruiters via fax, phone and email to verify and confirm schedules, and to ensure up-to-date information for everyone. It is my ability to provide practical solutions to the many problems that I encounter that make me successful.

Balancing school along with work, in order to support myself, has been a constant challenge, and has taught me many valuable lessons about time management and self-motivation. I place just as much effort in budgeting my monthly expenditures and up-keeping my apartment as I do into performing my duties at the Career and Professional Development Center.

I am a team player and an active contributor in all that I do. My fluency in Cantonese, professionalism in the office, and ability to work under pressure are a perfect match for A. Great Company. I believe that I will succeed as well as thrive in the global world of constant innovation and change.

I look forward to meeting with you to discuss how I can contribute to A. Great Company. Until then, if you have any questions, feel free to give me a call at (412) 555-1212.

Sincerely,

**(5)**

Dear Ms. Johnson:

I am writing in response to the job opportunity posted by A. Good Company for a Legal Reader/Research Assistantship on TartanTRAK. As a senior at Carnegie Mellon University, I will be graduating this May with a double degree in Psychology and Ethics, History & Public Policy and a double minor in Architecture and Architectural Technology. I am very interested in law and, in the future, hope to pursue a degree in law. I believe that my wide range of work experience in fast paced environments, my knowledge in human behavior and conflict resolution, and my interests in policy will allow me to easily adapt and interact with diverse groups of individuals.

As a supervisor and a lifeguard at Carnegie Mellon University, it is requested of me on a daily basis, to not only serve as a liaison between the staff and upper management, but to also serve as a representative of the University as a whole. By doing this, I consistently enforce rules, quickly make decisions, and solve problems and issues between patrons and campus workers. I work well under pressure, articulate, and delegate responsibilities and believe I am an effective communicator. Each of these qualities has made me a successful supervisor and an excellent fit for the Legal Reader/Research Assistantship position at A. Good Company.

During college breaks, I have the opportunity to work at an architecture firm drawing and designing residential and corporate spaces. With its fast pace demands and deadlines, working at an architecture firm allows me to use my creative talents, as well as my analytical abilities to get the job done. I find it easy to collaborate with other designers, architects or engineers on large projects or independently on smaller projects. Through this experience, I am able to demonstrate my ability to work well on a team in addition to my success when working individually with clients.

I believe that I will thrive in the global corporate world of constant innovation and change. I look forward to discussing my qualifications with you and how I can contribute to A. Good Company in the Washington DC office. Attached is my resume for your review. If you have any questions, feel free to contact me by e-mail "goodstudent@yahoo.com" or by phone (555)-444-4321.

Sincerely,

## ***Samples of Other Messages***

### ***Thank you for interview***

Dear \_\_\_\_\_:

I appreciated the opportunity to talk with you on *(date)*. The information you shared with me about *(organization name)* was excellent, and I am excited about the possibility of applying my education and experience to the position we discussed.

(In the second paragraph, you may want to highlight a specific topic you discussed during the interview or indicate some skill/experience that will set you apart from the other applicants.)

If I can provide you with any additional information, please let me know. I look forward to hearing from you soon.

Sincerely,

Your name

### ***Thank you for Plant/Office Visit***

Dear \_\_\_\_\_:

Thank you for your letter of *(date)* suggesting a plant/office visit at *(time)* on the following dates: *(list dates)*.

The most convenient date for me would be *(date)*. I will arrive at your office at *(time)*.

Attached is a copy of my resume, along with the application for employment. *(if applicable)*.

I appreciate the opportunity to visit your plant/office. I am very interested and eager to learn more about possible employment opportunities with *(organization name)*.

Sincerely,

Your name



## ***Follow-up***

Dear \_\_\_\_\_:

I received your letter telling me that it is too early to determine if there will be any management trainee positions available with your company next spring.

Because of your industry leadership role and the outstanding reputation enjoyed by your training program, I am very interested in being seriously considered for a career entry opportunity with (*organization*).

I will, therefore, telephone you on or about (*date*) to determine if you will be selecting any candidates next year for your program.

I am pleased you are retaining my resume in the interim. Please let me know if there is any additional information or documentation you require from me.

Sincerely,

Your name

## ***Follow-up of Interview***

Dear \_\_\_\_\_:

Thank you for the opportunity to visit your office yesterday and to be interviewed by several of your managers at that time. The day was very hectic, but extremely informative and only intensified my wish to be one of the candidates selected for your Management Training Program this year.

I realize that your selection procedure requires that you have second interviews with all candidates who clear your campus screening process before you make a final choice of those who will receive offers. Accordingly, I will not expect to hear from you concerning my candidacy for three to four weeks.

As you suggested, attached is your travel expense form on which I have detailed the expenses I incurred in conjunction with my visit. I look forward to hearing from you next month and I earnestly hope that I will be one of the applicants receiving an offer of employment from you.

Sincerely,

Your name

## ***Confirming Site Visit Invitation***

Dear \_\_\_\_\_:

I was very pleased to receive your telephone call earlier today inviting me to visit your offices (*date*) for further interviews with representatives of your company.

As you suggested, I have made airline reservations for this trip and will arrive at Center City Airport on USAir flight no. 55 at 5:00 PM, Wednesday, January 21. My return flight to Pittsburgh is at 6:00 PM, January 22. When I arrive at Center City Airport, I will pick up the rental car reserved for me and will travel to the Midtown Hotel where a guaranteed reservation has been made in my name. I will arrive at your office at 8:00 AM on the 22nd. It is my understanding that the airline, auto rental and hotel charges will be billed directly to your office.

Needless to say, I am very happy to have been selected for this site visit and interview. I am genuinely interested in (*name of employer*) and excited about the opportunity to learn more about it on a firsthand basis.

Sincerely,

Your name

## ***Declining an Offer***

Dear \_\_\_\_\_:

After carefully weighing all aspects of your employment offer with (*name of employer*), I must respectfully decline the opportunity to accept employment with your organization at this time.

The decision has not been easy for me, and I hope I have made the correct choice. You have been very patient, fair and generous with your time; I can honestly say that I have nothing but the most favorable feelings toward (*name of employer*).

Thank you for your courtesy and consideration.

Sincerely,

Your name

## ***Confirming an Offer***

Dear \_\_\_\_\_:

I was pleased to receive your letter of *(date of correspondence)* in which you offered me a position as a Junior Systems Analyst in your Customer Services Division at a salary of \$ XXXX per month.

In your letter you stated that this offer will remain open for my consideration until April 1. I am confident that I will be able to give you my decision regarding this offer on or before that date.

It was thoughtful of you to arrange for a month long subscription to your online newspaper for me. That and other publications about *(name of employer)* and the surrounding community will be very helpful to me as I consider your offer.

Sincerely,

Your name

## ***Request for Extension of Time***

Dear \_\_\_\_\_:

It has become necessary for me to request a few additional days to respond to your offer of employment. In your email, you stated the offer would remain open for my consideration until *(deadline)*. It would be most helpful if this expiration date could be extended to April 7.

The position you offer is very appealing to me and I am giving it serious attention. There are other employers, however, whom I have been in contact with earlier this year, and who will soon decide upon my candidacy. In fairness to the employer whose offer I select and to myself, I wish to make this choice with the best information available to me and without having second thoughts about the wisdom of my decision.

I will contact you a few days before *(deadline)* to see if you are able to approve this request.

Sincerely,

Your name

## ***Rejection of Offer***

Dear Mr. Lee:

It has been a pleasure getting to know you, Barbara Jacobs, and Howard Chapin these last few weeks, and I am deeply grateful for the potential opportunity to work with you at ISI. However, after careful consideration, I have decided to accept a position at another company.

I want you to know that my decision was not easy. Although I was interested in working for ISI, I feel the position I accepted leads more directly towards my career goals.

Thank you very much for your fine offer. I hope we have the opportunity to work together in the future.

Sincerely,

Your name

## ***Say Thank You and Tactfully Decline Job Lead***

Dear Mr. Sutton:

Just a brief note to thank you for the employment information you sent to me earlier this month. Unfortunately, that is not exactly the type of work I am looking for right now.

In my search I'm focusing on obtaining a position in the management area of marketing. I feel that my experience will suit that role. Please keep me in mind if you hear of any other situations that might be appropriate.

Thanks again for the information and thinking of me. I look forward to our continued conversations.

Best regards,

Your name

## ***Response to Rejection Letter***

Dear Ms. Alvarez:

Thank you for considering me for the position of Accounting Supervisor. I am disappointed that you selected another candidate for the position because I feel strongly that my skills and experience closely match your company's needs and requirements.

My interest in working with GSA Manufacturing continues and I would like to be kept in mind for future positions. If you hear of an opening in an associate's organization please pass along my resume.

I would be grateful if you could provide me any feedback on my qualifications or my presentation. I really enjoyed meeting with you and would like to meet or talk again if you have time in the near future.

Sincerely,

Your name

08/13/2010