



Resume and Cover Letter Guide

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**FINGER
LAKES**
Community
College

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I. Your Resume

In its simplest form, your resume is a summary of your education and experience—but it is much more:

- One of your primary job search tools.
- Many times, your **first impression** to the employer.
- A summary—one, but no more than two, pages in length.
- Answers the **two big questions** an employer will have: “Is this person qualified?” and “Is this someone I might want in my organization?”
- Will give an employer information on which to base interview questions. Be prepared to support any information you present in your resume.
- **Gets the interview**, not the job (the rest is up to you).

Writing a resume is a **process of discovery**. The goal is for you to communicate your character, capabilities, skills, interests, and accomplishments. In order to do this, it is essential to think through who you are, what you have done, and, most importantly, what you **can do**. After the resume itself, the result of this process is a confident, well-prepared, more effective job interview.

A resume needs to be carefully focused. Give employers exactly what they are asking for! Carefully review available advertisements or job descriptions and be certain to address each required and desired qualification in your resume—make it stand out that **you** are qualified for this job. Employers will usually eliminate applicants whose resumes do not clearly state they meet the qualifications for the job. Also, a resume prepared for one career field will leave out information which would be included in a resume for another field. Writing two or more different versions of your resume is highly recommended if you’re going to be looking for jobs in different fields, or with different sets of qualifications.

Your resume highlights your most relevant past achievements and your present value to an employer. Equally important, its appearance, grammar, and punctuation have to be **perfect**. Resumes are briefly scanned (five to ten seconds) before they’re thoroughly read. By the “first impression rule,” a misspelled word, an awkward sentence, or poor type quality can lose you an interview in less than ten seconds.

II. Resume Styles

There are two basic resume formats: chronological and functional. All other forms such as combination and “scannable” are variations of these two forms. Several examples are included in the appendix.

Chronological Resume

This format lists your most recent education and experience in chronological order, and is highly recommended. Most employers (schools, government, corporations) prefer the chronological format. Use a chronological resume especially if you are still in the same field, have not changed jobs too frequently, want to, and can, show career progression. See Appendix B for a sample chronological resume.

Functional Resume

Use this format when you want to highlight skills, abilities, and qualifications rather than education or specific dates of work experience. This format is appropriate if you have been out of the job market for a number of years, are changing career areas, or have long gaps in employment. You will want to organize your skills and accomplishments around the major functions you hope to perform in your new position. Highlight the skills which address specific or general job requirements, and that will make you stand out as a candidate. See Appendix C for sample functional resume.

“Scannable” Resume

More and more companies are using technology to help sort through all the resumes they receive. The resumes are entered into a database with other resumes, then searched for “keywords” the computer has been programmed to find. Keywords are usually nouns—for example, if an employer is looking for

an office manager, the computer may search for the words schedule, billing, Access, and spreadsheet to find a person that is knowledgeable in these areas. Action verbs which work so well on paper resumes just don't catch the computer's attention like they do a human's. Be certain you are familiar with commonly used terminology in your field and use it, when appropriate, in your resume and cover letter. The more potential keywords a scannable resume contains, the more chance it will pop up in an employer's search.

When writing a Scannable resume:

- Use light-colored, standard size (8 ½ x 11) paper, printed on 1 side.
- Keep it simple. Use a popular, non-decorative 10-14 point font.
- Avoid italics, script, & underlined text.
- Avoid horizontal and vertical lines - they confuse the computer.
- Avoid staples and folds.

Electronic Resumes

Many companies prefer to receive resumes by e-mail. Posting your resume on a commercial or personal website is also an option. These topics are beyond the scope of this guide, but the Career Services Office has information and resources available if you need them. Electronic resumes, however, have the same content as paper resumes, and all the information in this guide still applies.

III. Parts of a Resume

(Numbers on the left side are only for reference—don't put them in your resume.)

- 1
Cheryl Davis
100 Park St.
Canandaigua, New York 14454
(716) 426-5500
E-mail:Cdavis@aol.com
2. Objective: To obtain an entry-level job as a travel agent
3. Education: **Associate in Applied Science, Business Administration, May 2008**
Finger Lakes Community College, Canandaigua, New York
4. Experience **Tour Guide**, Sonnenberg Gardens, Canandaigua, New York, Summer 2008
- Arranged and guided tours through historic garden
 - Developed tours for special events and groups
 - Assisted in planning special events including wedding receptions
- Intern Tourist Coordinator**, Canandaigua Inn, Canandaigua, New York, January - May 2007
- Established new accounts through cold calling businesses and organizations
 - Organized receptions for groups up to 250, including reserving meeting rooms, contacting catering department, finalizing menus and preparing seating charts.
5. Campus Activities **Vice President, Campus Activities Board**, Finger Lakes Community College, 2006
- Conducted elections for incoming officers for 1998
 - Supervised 12 students on Comedian Selection Committee

1. IDENTIFICATION

This includes name, address, and phone number. E-mail address can be included at your discretion. If you have a temporary or school address and phone, include both school and permanent addresses. Do not include other personal information (height, weight, marital status, interests, or hobbies) unless directly related to the job you are seeking.

2. JOB OBJECTIVE

An objective is a statement which defines your immediate employment goal. Make sure you tailor the objective to the position(s) for which you are applying. If you are applying for multiple positions with the same company, keep the objective more broad, so that you do not limit yourself.

Examples: To obtain an entry-level position as a police officer. (specific)
 To obtain an entry-level position in business administration that will utilize my computer, organizational, and accounting skills. (general)

3. EDUCATION

List education in reverse chronological order (most recent degree first). List school, city and state, your degree, major, date of graduation, and GPA (if over 3.0). Also list specific courses, workshops, or training programs if they are relevant to the position for which you are applying. Certifications and licenses earned should be listed under this section as well.

Example: **Associate in Applied Science, Business Administration, May 2008**
 Finger Lakes Community College, Canandaigua, New York
 GPA: 3.4

Certification:

Certification in Food Management and Sanitation 2007
 Certification in CPR is current.

4. WORK EXPERIENCE

List work experience in reverse chronological order. List dates, name and location (city and state) of the company, and job title. You may also list internships, part-time, and summer jobs that relate to the position for which you are applying. Identify and describe three to four key duties and responsibilities, including specifics, for each position you list. Whenever possible, highlight experience relevant to your job objective. Use action verbs to describe your activities and accomplishments:

Action Verbs

Activate	Direct	Justify	Promote
Accelerate	Discover	Launch	Propose
Adapt	Edit	Lead	Provide
Administer	Enforced	Lecture	Recommend
Analyze	Establish	Maintain	Reduce
Approve	Evaluate	Manage	Reorganize
Balance	Expand	Mediate	Repair
Build	Facilitate	Monitor	Report
Communicate	Formulate	Motivate	Research
Complete	Generate	Negotiate	Revise
Conduct	Guide	Operate	Review
Construct	Implement	Organize	Schedule
Coordinate	Increase	Participate	Select
Create	Instruct	Perform	Simplify
Delegate	Improve	Plan	Supervise
Demonstrate	Increase	Prepare	Survey
Design	Integrate	Presented	Trained

Many companies are now using computers to screen resumes. Therefore, it is particularly important to include **keywords** (nouns) for specific occupations (see above, "**Scannable**" Resume, p.2.)

Example: **Tour Guide**, Globetravel, Rochester, New York, 2006-2008

- Coordinated tours to historic sites.
- Developed new tour packages which resulted in 24% increase in revenues.

5. ACTIVITIES, HONORS AND AWARDS

This section is important in that it indicates leadership and willingness to make a contribution to your community, as well as awards or honors you have received. Include name of community organization or club, dates, position held, and responsibilities. If the award or honor is not self-explanatory, include a brief description.

Example: **Vice-President, Campus Activities Board**, Finger Lakes Community College, 2008

- Conducted elections for incoming officers for 2007
- Supervised 12 students on Comedian Selection Committee

Jan Bailey Memorial Scholarship, Phelps Lions Club, May 2006

- Received scholarship based on academic achievement.

ADDITIONAL INFORMATION SECTIONS

These sections are optional. Use them if they will strengthen your qualifications.

- ◆ **Summary of Experience** - if included, this section appears right after your job objective or in place of it. Using keywords or phrases, describe duties, achievements, or experiences related to your job objective. This summary is most appropriate for experienced professionals.
- ◆ **Special Qualifications or Skills** - use this section to list abilities, skills, or knowledge you possess which relate to your job objective but which may not be apparent elsewhere in the resume. This section usually appears after the Experience section.
Example: **Special Qualifications**
 - Conversant in Spanish
 - Designed and maintain personal website
- ◆ **Computer Skills** - if this is relevant to your occupation (these days it almost always is) and you have applicable computer skills, include this section.
Example: **Computer Skills**
 - Proficient with Microsoft Word, Excel, Access, Photoshop, and PageMaker
 - Designed and used custom Access database
- ◆ **Military Experience** - Give highest rank, assignments, significant responsibilities. This can include both active duty and reserve/national guard experience. In some cases (recent or long-term military) you might want to include this in your Work Experience section rather than in a separate section.
- ◆ **References** - Compiling a list of references takes research, planning, rapport with former employers and workers, and follow-up. Your list should consist of professionals who know your work, skills, and personal qualities and who will give you a good recommendation. Always ask permission to use their name, address, and phone number, and ask what phone number should be included (work or home). Official job titles of professionals add credibility to references—be sure to include them if possible.

Including the phrase “References available upon request” at the bottom of your resume is also an option. Employers who are interested will ask you for a list of references. Be prepared with a separate page of at least three (preferably six) references available for prospective employers to view. Put your name in caps on the top of the reference list.

IV. Cover Letters

A cover letter is an essential part of your resume package. Here is the place your personality and motivation can be expressed—information not necessarily on your resume. The purpose of a cover letter is to link your qualifications and the employer’s needs, and entice your reader to take a closer look at your resume. So, a cover letter is specific to each job. In addition to summarizing your qualifications, skills, and abilities, it should communicate your purpose, enthusiasm, intelligence, energy, and unique abilities. Always send a cover letter when you send a resume.

A successful cover letter:

- Is in an accepted business letter format (see example)
- Contains introduction, body and closing paragraphs
- Includes complete name and title of person who will receive letter, if available
- Communicates why you are attracted to that specific employer
- Tells how your skills can meet the employer's needs
- Shows evidence of initiative and confidence
- Creates a positive first impression
- Uses a tone (formal vs. informal) appropriate to the job or organization (if in doubt, err on the side of formality)

V. Parts of a Cover Letter

(Numbers on the left side are only for reference—don't put them in your cover letter.)

1a. P.O. Box 549
Canandaigua, New York 14576

1b. December 6, 2008

1c. Ms. Sylvia Wright
Recruiting Coordinator
479 West River Rd.
Rochester, New York 14735

1d. Dear Ms. Wright:

2. It is with enthusiasm that I read your advertisement in the December 1 issue of the Rochester Democrat & Chronicle requesting applications for a sales representative. My background matches all your requirements stated in the ad. My employment objective is to use my persuasive skills with my organizational and marketing abilities in a sales position.
3. Your requirements are for a person who can increase sales accounts. My skills and experience are ideally suited to the requirements for sales representative and include creating a customer service program, increasing my accounts from 50 to 70 without adding cost, and winning the Outstanding Sales Award in 2007.
4. In addition, I have experience in public relations and customer service. I am hard working and dependable. Enclosed is my resume for your consideration. I believe that my education and experience make me an excellent candidate for employment with your company. I will call next week to discuss setting up an interview at your convenience. If you have questions regarding my qualifications, I can be contacted at (716) 555-1251. Thank you for your time and consideration.
5. Sincerely,

Mark P. Jones

1. TOP SECTION

- a. Letterhead or Return Address
- b. Date – one or two lines below return address
- c. Inside address - four lines under the date
- d. Salutation - begins with “Dear” and includes Mr., Ms., or Dr., and ends with a colon (:)

2. FIRST PARAGRAPH—INTRODUCTION

The first paragraph introduces you to the reader and the purpose of the letter. In this section, mention the position or the type of work for which you are applying, and indicate from which source you learned of the opening or the employer. Single space body with a double space between paragraphs. Use block format with no indents.

3. SECOND PARAGRAPH—BODY

This section discusses your interest in the position, the company, or its products or services. Highlight your relevant education and experience, and what you can do for the employer. Refer the reader to the enclosed resume. It is important that you relate your skills and accomplishments point by point to the position for which you are applying—do not just repeat the same information that's listed on your resume. This is the place to demonstrate your knowledge of the employer's business or organization, and your enthusiasm for being a part of their quality and growth.

4. FINAL PARAGRAPH—CONCLUSION

Indicate what your next step will be. Express your desire for a personal interview. Indicate that you will call in a specified time (within the next week for example), to confirm receipt of your resume and/or to discuss setting up an interview. Repeat your phone number in the letter for the reader's convenience. Thank the reader for reviewing your letter and resume.

5. CLOSING AND SIGNATURE

This should be two lines beneath the last paragraph. Keep the closing simple - "Sincerely," suffices. Four lines after, type your full name. Don't forget to sign the letter.

VI. Final Tips for Successful Resumes & Cover Letters

- **Proofread! Proofread! Proofread!** Have several other people proofread also.
- Use good quality white or near white bond paper for both resume & cover letter.
- Keep descriptions clear and to the point.
- **Do not** rely on your computer to check spelling and grammar. **Proofread!**
- Tailor your information to the position(s) for which you are applying.
- A good resume and cover letter have a pleasing appearance. Do not crowd your page.
- Uh...did I mention you should proofread everything again? If you find a mistake, **fix it**.
- Stop in the Career Services Office for advice and/or a critique!

VII. Resources Available in the Career Services Library:

[Adams Cover Letter Almanac](#) by Robert Adams
[Electronic Resume Revolution](#) by Joyce Kennedy & Thomas Morrow
[Gallery of Best Resumes for Two Year Graduates](#) by David Noble
[Resumes for Banking and Financial Careers](#) by VGM Career Horizons
[Resumes for Environmental Careers](#) by VGM Career Horizons
[Resumes for High-Tech Careers](#) by VGM Career Horizons
[Resumes for Re-Entry: A Handbook for Women](#) by C. Edward Good
[Winning Resume for Computer Personnel](#) by Anna deSola Cardoza

And many more job search strategy resources!

APPENDIX A: WORKSHEET FOR RESUME

Educational Data

Academic Institution, City & State: _____

Grade Point Average & Dates of Attendance _____

Degree awarded & Major _____

Continuing Education, Special Training, Seminars, Certificates _____

Specialized military training _____

Employment Experience Complete this section for each job held.

Name of employer, City & State: _____

Dates of employment: _____

Position held/Job Title: _____

Responsibilities/duties: _____

Accomplishments, demonstrated skills and abilities, be specific: _____

Community, Civic, Volunteer Experience

Name of organization, City & State: _____

Dates of participation: _____

Office held, nature of involvement: _____

Significant Contributions, Achievements, Projects: _____

Achievements, Accomplishments

Include achievements and accomplishments relevant to your employment objective. Consider the following questions:

* How did I initially become involved?

* How did I do it?

* What did I do?

* What was especially enjoyable about doing it?

I have _____

I have _____

APPENDIX B: CHRONOLOGICAL RESUME

Note: traditional-aged college student, recent graduate, volunteer, internship, and work experience able to show well-focused career progression.

BARBARA R. JENSEN

P.O. Box 254
Tallsville, NY 56787
(315) 896-5214
Babsjen@aol.com

OBJECTIVE: A position working directly with youth experiencing social and behavioral difficulties.

EDUCATION: **Associate in Applied Science, Criminal Justice**
Finger Lakes Community College, Canandaigua, NY 2008

WORK EXPERIENCE:

Security Officer Finger Lakes Community College, Canandaigua, NY 12/06-5/07
Maintained security of campus buildings, traffic control and road patrols.
Communicated with students, faculty, staff, and visitors.

Intern, Ontario County Youth Facility, Hopewell, NY 9/05-12/06
Supervised classrooms of 10 PINS youths, ages 8-18.
Provided recreational activities, academic tutoring depending on needs.

Traffic Supervisor, Finger Lakes Performing Arts Center, Canandaigua Sum. 2004
Supervised 20 traffic officers for all community concerts held at facility.
Responded to all incidents.

Resident Assistant, Heritage Hall, Canandaigua, NY 1/04-9/04
Coordinated programming for 500-student housing complex.
Performed safety and security activities including regular room inspections.
Completed training on date rape prevention, suicide awareness, and fire safety.

CERTIFICATIONS: CPR, First Responder certifications are current

OTHER SKILLS: Word processing, computer skills.

VOLUNTEER

WORK: Red Cross Blood Drives
Adopt a Highway Program
Secretary, Criminal Justice Club

HONORS: FLCC Dean's List, 2007-08
Recipient, Allegany County Police Association Scholarship, 2007

High School: Senior Achievement Award, Softball and Volleyball Team Captain

APPENDIX C: FUNCTIONAL RESUME

Note: adult student, gaps in employment, re-entering workforce after upgrading education and skills.

Linda Columns

1246 Blackline Drive
Inthered, New York 12232
(999)-777-9988

PROFESSIONAL OBJECTIVE

Staff Accountant

EDUCATION:

Associate in Applied Science Degree – Accounting, May 2008

Finger Lakes Community College, Canandaigua, New York 14424

- Grade Point Average – 3.8
- Honors – Phi Theta Kappa Honor Society

SKILLS:

Accounting and bookkeeping

- Basic accounting, including cash control, payables, receiving and recording payments
- General ledger and monthly journal entries and adjustments
- Annual and quarterly financial reports preparation
- Tax accounting and filing of business returns
- Computer accounting applications and spreadsheets, word processing
- Accurate, detail-oriented, well-organized

Communication

- Customer service in retail environment
- Telephone collections, inquiry and complaint services
- Public speaking to groups using computer presentations software

RELEVANT WORK AND VOLUNTEER EXPERIENCE

Wellmart Company, Farmington, New York 14425

Bookkeeper, accounts receivable and payroll clerk, 3 ½ years.

Parent Teachers' Association

Treasurer, \$15,000 budget, 3 years.

J.C. Nickels Company, Canandaigua, New York 14424

Customer Service Representative, 2 years.

ACTIVITIES

Tennis, swimming, Girl Scout Leader, FLCC Business Club

APPENDIX D: COMBINATION RESUME

Note: adult career changer, focuses skills and carefully-selected work experiences on new career.

Patsy M. Handavant

Westover Apartments #89C
Clyde, New York 45454
(897) 098-9878

Objective: Seeking an entry level position within a human services agency that will allow me to gain professional experience in the field.

Education: Finger Lakes Community College
Human Services Associate's Degree
68 credits completed, 4.0 GPA

Skills: Interviewing and engaging clients in helping relationship
Communication and consultation with area services agencies
Computer and word processing skills
Group leadership and presentation skills

Related Employment:

Third Party Audit Clerk 12/05 - present

Wayne County Department of Social Services, Lyons NY

- Coordinate medical payments and alternative forms of insurance through frequent contact with area health care providers.
- Research primary insurance carriers and determine coverage which is cost-effective for each client case.

Occupational Therapy Aide Summer 2004

Clifton Springs Hospital, Clifton Springs, NY

- Worked directly with mental health patients to improve motor skills through music, art, and recreational activity.
- Guided groups of 10 patients.

Secretary to the Vice President of Personnel 5/99 – 1/01

Sara Coventry, Newark, NY – (company no longer in operation)

- Assisted in the revision of 50 position descriptions
- Organized summer tour guide groups
- Served as information resource for all visitors and telephone communications

Additional Skills:

Accounting, Payroll, Bookkeeping

Other Employment:

Real Estate Salesperson 6/95 – 9/98

Porter Realty

Real Estate Assistant 9/93 – 12/94

John Q. Boenheim, Esq.

APPENDIX E: SCANNABLE RESUME

Note: keywords related directly to grocery business. Combination style resume, no underlines or graphics.

JAMES DILLARD

4545 South Avenue
Canandaigua, NY 14424
(716) 876-0987

OCCUPATIONAL GOAL:

To obtain a management trainee position in grocery retailing.

EDUCATION:

Associate's Degree, Retail Business Management
Finger Lakes Community College, Canandaigua, New York.
Expected date of graduation: May 2009
Courses: Accounting, Economics, Retail Management, Business Organization, Personal Selling,
Small Business Management, Buying for a Retail Store, Computer Applications, Business Math.

Hammondsport Central School
Steuben/Alleghany BOCES, Coopers Education Center, Sales and Marketing Program

RELATED WORK EXPERIENCE:

P&C Food Market, Penn Yan, NY 14527; 6/96 – present
Stock Clerk. Maintain inventory levels and document ordering needs. Stock displays with weekly sales items. Maintain milk supplies in dairy department. Make price changes. Prepare produce for display.
Courtesy Clerk. Assist customers by providing information, accommodating requests, hearing complaints, accepting returns of purchases from customers. Process bottle refunds.

AREAS OF EFFECTIVENESS:

CUSTOMER SERVICE: As a courtesy clerk, solved customer complaints and provided information and product returns. Ability to work well with others and enjoy meeting customers needs.

CLERICAL: Updated account book and handled finances for the DECA Club. Performed reception duties such as answering the phone, taking messages, and paging, while working as a security guard.

ADVERTISING: As a member of the DECA Club designed signs, buttons and displays to promote sales for various companies and for the DECA Club. Coordinated the layout for the yearbook of the Steuben/Alleghany BOCES.

OTHER WORK EXPERIENCE:

Burns Security, Hammondsport, NY 14810
Security Guard. Provided security services at a large winery.

ACTIVITIES: Treasurer of the DECA Club

APPENDIX F: INQUIRY COVER LETTER I

Note: reply to an advertised position, addresses specific job requirements listed in the ad.

9898 Formerfarm Lane
Sleepington, NY 75757

September 25, 2008

Thomas Advies
Gatherdata, Inc.
666 Spider Drive
Henrietta, NY 98989

Dear Mr. Advies,

I am applying for the web developer position which was advertised with Finger Lakes Community College Career Services this week. The position seems to fit very well with my education, experience, and career interests.

Your position requires skills in various types of programming and software used in web development. My academic program in computer studies emphasized C++, Visual Basic, Assembly Language, Java, and SQL. In addition, I have extensive experience in using several software packages in web development, including Adobe Illustrator, Photoshop, After Effects, and Dreamweaver. My experience as a department computer consultant gave me exposure to PC (Windows 95, 2000, NT) platforms as well as Novell and NT LANs. Additionally, I worked as a summer intern in computing operations for a large city newspaper where I gained knowledge of enterprise systems and e-commerce operations. My enclosed resume provides more details on my qualifications.

My background and career goals seem to match your job requirements well. I am confident that I can perform the job effectively. Furthermore, I am genuinely interested in the position and in working for Gatherdata, Inc. Your firm has an excellent reputation and comes highly recommended to me.

Would you please consider my request for a personal interview to discuss further my qualifications and to learn more about this opportunity? I shall call you next week to see if a meeting can be arranged. Should you need to reach me, please feel free to contact me at 847/683-4388 or DoktorLopez@flsls.edu.

Thank you for your consideration. I look forward to talking with you.

Sincerely,

Johann F. Lopez

APPENDIX F: INQUIRY COVER LETTER II

Note: "prospecting" letter, not responding to an ad, but shows research into specific company.

Mr. Brett Sell
Director of College Recruiting
Time Warner, Inc.
4500 Randolph Drive
Rochester, NY 77777

Dear Mr. Sell,

I read your company's description in NACE's Job Choices in Business and would like to inquire about employment opportunities in television production. I want to work in studio and location production and would like to remain in the Rochester area after graduation.

I shall receive my AS degree this May in Communication. My interest in broadcast communication started in high school and developed further through a variety of part-time positions in college. My work with the local open access cable station and internship with a commercial station convinced me to pursue a career in production. When I researched the top media companies in Rochester, Time Warner emerged as having a strong market position, an excellent training program, and a reputation for quality production values. In short, you provide the kind of professional environment I seek.

My resume is enclosed for your consideration. My education and experience match the qualifications you seek in your TV production professionals, but they don't tell the whole story. I know from audience and supervisor feedback that I have the technical and interpersonal skills and motivation needed to build a successful career in television. And my experience in directing, editing, camera operation, and lighting, gives me confidence in my career direction and in my abilities to perform competently.

I know how busy you must be, but I would appreciate a few minutes of your time. I shall call you during the week of January 24 to discuss employment possibilities. In the meantime, if you need to contact me, my number is 847/491-8843 and my e-mail is a-chen@flsls.edu.

Thank you very much for considering my request. I look forward to talking with you.

Sincerely,

Amy Chen

APPENDIX G: THANK YOU LETTER

Note: not sending a thank-you is burning a bridge. Always acknowledge a potential employer's efforts to talk to you. Hiring is work, and work on your behalf should be recognized.

2987 Main Street
Seneca Rises, NY 14592
November 15, 2007

Thomas McMartin
Sherwood Company
26 Central Avenue
Syracuse, NY 21597

Dear Mr. McMartin:

I appreciated the opportunity to talk with you last Friday, November 12. The information you shared with me about Sherwood Company was excellent, and I am excited about the possibility of applying my education and experience to the position we discussed.

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

Sincerely,

Theresa Wood

APPENDIX H: LETTER OF ACCEPTANCE

Note: miscommunications and misunderstandings can be nipped in the bud by a confirmation in writing of your understanding of the offer.

29 High Street
Canandaigua, NY 12492
January 21, 2008

Ms. Michelle Talbert
Employment Coordinator
Tompkins Law Firm
56974 Main St.
Rochester, NY 23149

Dear Ms. Talbert:

I am very pleased to accept your offer of employment for the paralegal position as outlined in your letter of January 10. I look forward to joining the fine staff of Tompkins. As we discussed, I will begin employment at 9:00 a.m. on Tuesday February 1, 2008, at a salary of \$10.00 per hour.

I will have completed the medical examination by February 1, the start date, and have completed the enclosed employee forms, as you requested.

I look forward to meeting the challenges of the job, and I shall make every effort to fulfill your expectations. Thank you for your confidence in me.

Sincerely,

Anthony Calberra

APPENDIX I: LETTER DECLINING POSITION

Note: a timely, polite, and honest explanation of your decline of an offer gains you respect and leaves the path open to communication, and perhaps a better offer, in the future.

278 East Avenue
Bloomfield, NY 12458

April, 17, 2008

Mr. Robert Fry
3167 Central Avenue
Victor, NY 14625

Dear Mr. Fry:

After considerable thought, I have decided not to accept your offer of employment as outlined in your April 10 letter. This has been a very difficult decision for me, as your offer was very attractive. However, I have decided to take a position at another firm.

Thank you for your time, effort, and consideration.

Sincerely,

Marilyn Sanchez

APPENDIX J: LETTER RESPONDING TO REJECTION

Note: rejection is often not a negative judgement of you, but a positive judgement of someone else. Assume that you were second on the list, and the employer wants to find a place for you at their organization.

178 Green Street
Naples, NY 14759
November 1, 2007

Marie Thompson
President
Samples Unlimited
1140 Main St.
Rochester, NY 12497

Dear Ms. Thompson:

Thank you for giving me the opportunity to interview for the Administrative Assistant position with Samples Unlimited. Although I am disappointed in not being selected to fill your current vacancy, I appreciate your consideration and interest in me.

My interview confirmed that Samples Unlimited would be a rewarding place to work and if another position becomes available in the future, please keep me in mind. Thank you again for your time and consideration.

Sincerely,

Paul Thompson