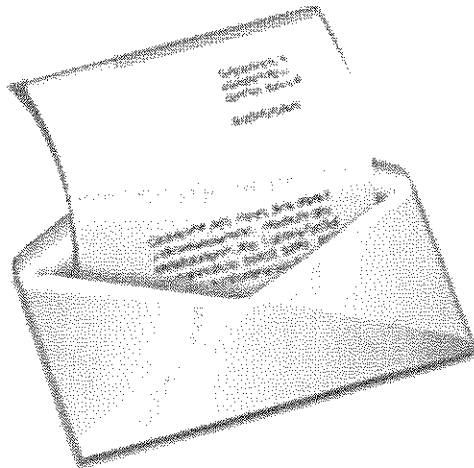
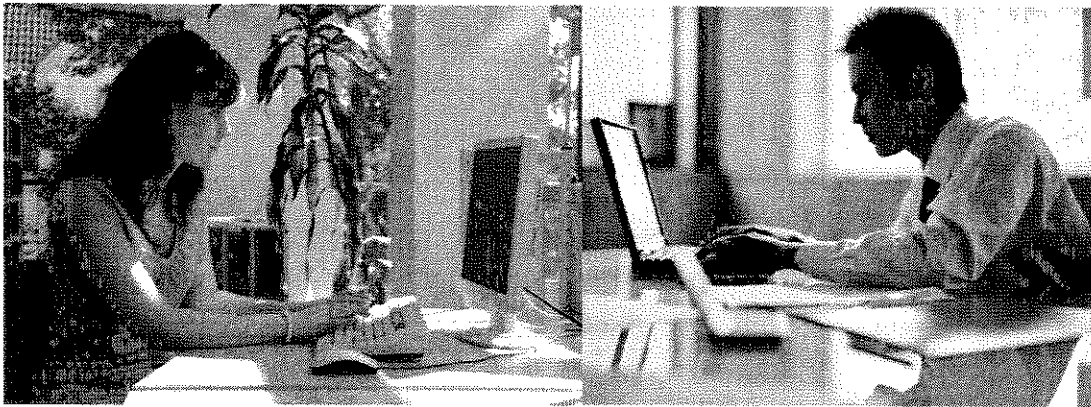


COVER LETTER HANDBOOK



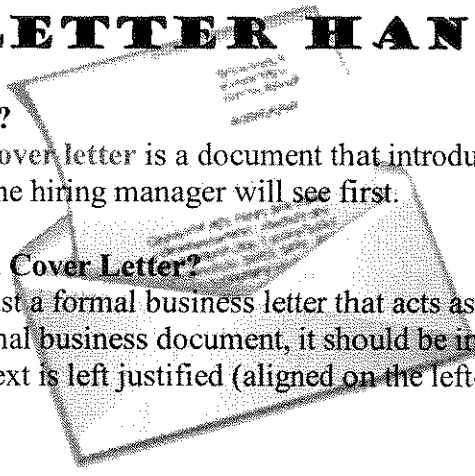
COVER LETTER HANDBOOK

A. What is a Cover Letter?

As the name implies, a cover letter is a document that introduces and accompanies your resume. It is what the hiring manager will see first.

B. What are the Parts of a Cover Letter?

A cover letter is really just a formal business letter that acts as an introduction to your resume. Since it is a formal business document, it should be in block business letter format. In this format, text is left justified (aligned on the left-hand margin).



1. Date:

2. Return Address:

3. Mailing Address:

4. Greeting:

5. Body:

6. Close:

7. Signature:

8. Enclosure Line:

**9. Summary: 1st Paragraph Should:**

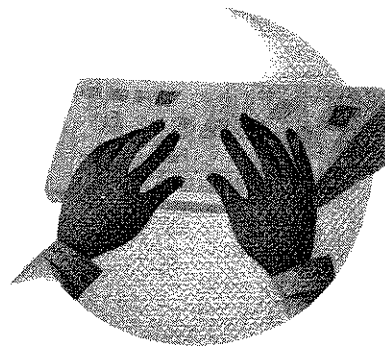
- Include your name and the position (job name and number) in which you are interested.
- Explain how you came to know about the position.
- Make a personal or business connection to the company, if you can, or show what you know about the company.

10. Summary: 2nd Paragraph Should:

- Point out your accomplishments and qualifications that make you the best choice for the job.
- Focus on what benefits you will bring to the position or company. Think of it as what *you* can do for *them*.
- You may want to use bold text or a bulleted list to really emphasize your strong points.

11. Summary: 3rd Paragraph Should:

- Tell them what you would like to have happen next. For example, *I look forward to discussing how my expertise in customer service can benefit ABC Company. If I do not hear from you by March 3rd, I will be contacting you to ensure you have received and reviewed my resume.*
- Don't forget to include a way for them to best contact you. For example, *You can reach me at the phone number below after 4 PM daily if you have any questions or would like to further discuss my qualifications.*
- Remember to thank them for their time and consideration!

**C. Cover Letter Do's and Don'ts:**

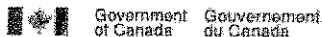
Fill in the boxes below with 10 cover letter do's (Cover Letter Tips) and 10 cover letter don'ts (Mistakes to Avoid).



Do's

Don'ts





Youth Canada

Template of a cover letter for an advertised job

Your Name

Home address
City, Province, Postal code
Telephone
e-mail address

Date

Contact name
Job title
Company name
Address

Dear Ms./Mrs./Mr. Employer:

(Be sure to determine the formal designation (Ms./Mrs./Mr.) of the person you are contacting. If you're not sure, call the organization to confirm.)

Paragraph 1 – Introduction

Use this paragraph to introduce yourself and to get the attention of the employer. Be professional and polite in language and tone. Mention the position you are applying for, why you are applying for the job, and how you found out about it. Show interest in the organization, and explain why you would like to be part of it.

Paragraph 2 and 3 – Description

This is the main body of your letter, which is usually one or two paragraphs long. Explain your qualifications and why you should be considered for the position. Don't just repeat the content of your résumé; give specific examples and explain how your individual skills will help you in the position you're applying for. Feel free to talk about any special workplace recognition or awards you received in the past. This part of the letter is meant to convince the employer that you would be a valuable addition to the team.

Paragraph 4 – Closing

It's important to end your letter in a courteous way. Reinforce your desire to be part of the organization, and politely request an interview. End with an action statement, informing the employer about when you plan to contact him or her to follow up on your application. Provide your personal contact information and an appropriate time to call, in case the employer would like to reach you before you contact him or her. It's important to follow instructions, so if the job advertisement says not to call or e-mail, respect their wishes.

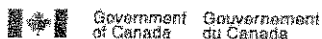
Thank you, /Yours sincerely, /Yours truly, etc.

[sign your name]

Your name

Enclosure (your résumé)

Date Modified: 2012-07-25



Youth Canada

Example of a cover letter for an advertised job

Michelle Scott

336 MacLaren Street
Ottawa, ON K2P 0R3
613-555-4545
michelle.scott@email.ca

November 19, 2012

Ms. Jamie Hopkins
Store Manager
Finner's Coffee & Tea
607 Youngman Road
Ottawa, Ontario
N1G 7K4

Dear Ms. Hopkins:

As a regular customer at Finner's, I am always impressed with the quality of customer service I receive. When visiting the Youngman Road location recently, I learned that a part-time cashier position is currently available. Although I am a student, I have a flexible schedule and am available to work 18 to 25 hours a week. I believe that my previous customer service experience, my excellent work ethic, and my love for coffee will make me a great member of the Finner's team.

As you will see from the enclosed résumé, I have four years of customer service experience, with three of those years relating specifically to the food-and-beverage industry. During these years, I developed a passion for coffee and a rich knowledge of coffee and espresso products. With years of experience preparing coffee and espresso beverages, I am extremely competent and self-sufficient when producing high-quality coffee products. With this comprehensive base of product knowledge combined with my superior customer service skills, I know that I would be a beneficial addition to the Finner's staff.

I have consistently maintained a professional and kind demeanour when dealing with customers. In my previous position, I received many customer compliments about my prompt and friendly service. I also received a staff award, presented to me by my regional manager, for my composed problem-solving in periods of high customer volume and stress.

Thank you for taking the time to review my résumé. I look forward to speaking with you soon about how I can contribute to the positive and exciting environment at Finner's. I will contact you next Wednesday, November 28, after 3:00 p.m. If you need to reach me in the meantime, feel free to call me any time of day on my cell phone at 613-555-4545.

Yours sincerely,

Michelle Scott

Enclosure (résumé)

Date Modified: 2012-08-06