

RESUMES, COVER LETTERS, REFERENCES and THANK YOU LETTERS

The Career Center
Westminster College

An effective resume describes your education and experience as it specifically relates to the position for which you are applying. The more you know about the employer and the position, the more you can target your resume to fit the job. Your cover letter and resume often form the first impression.

5 Steps to Developing a Dynamic Resume

- 1. Carefully read the job description to determine skills and abilities necessary for the position.** Every job requires certain skills, attributes and knowledge. Target your resume toward the qualifications the employer is seeking.
- 2. Create a list of accomplishments.**

Take some time to think about your accomplishments. Include education/training, volunteer experiences, jobs, projects, coursework, academic/independent research, travel, foreign language skills, certifications and extracurricular activities. When possible, try to use amounts, numbers and percentages to describe your achievements.

 - Which items represent your most significant accomplishments?
 - Which items would be of general interest to an employer?
 - Which items shed light on different facets of your personality?
- 3. Create descriptive phrases.**

Use action verbs to begin short phrases describing the accomplishments you listed. Rank them in order of importance. Be concise and specific. Avoid using phrases such as "responsible for" or "in charge of." (see attached Verb List)
- 4. Organize your resume in an attractive format/layout.**

Choose a format that best presents your individual information and experience. Make sure your resume is readable and well spaced. Keep items balanced on the page.
- 5. Ensure resume is letter perfect.**

Misspelled words and grammatical or punctuation errors will generally disqualify you. Have your resume proofread by several people before sending it out to potential employers.

**The Career Center
Westminster College**

724-946-7338

www.westminster.edu/Student/career

Suggested Sections

COMPONENT	BASICS	COMMENTS
IDENTIFYING INFORMATION	<ul style="list-style-type: none"> • Name, address, phone number, and email address should be at the top of the page. (always include area and zip codes) • For current students, list a college and home address and phone number. 	<ul style="list-style-type: none"> • Be sure that any message on your personal answering machine is appropriate.
OBJECTIVE (Optional)	<ul style="list-style-type: none"> • If used, this is a brief and targeted description of the position. 	<ul style="list-style-type: none"> • The job objective should follow your name, address, and telephone number at the top of your resume.
EDUCATION	<ul style="list-style-type: none"> • Name of school, city and state, major, degree received, graduation date or projected graduation date. 	<ul style="list-style-type: none"> • Honors, grade-point average (of 3.0 or above) and major grade point average (of 3.0 or above) should be included. • List schools from which you have received a degree or certification, most recent first. Optional: You may also include other post secondary schools you have attended. • Ordinarily, do not list high school information after sophomore year of college.
EXPERIENCE/WORK HISTORY	<ul style="list-style-type: none"> • If you have experience relevant to the position, create a separate section entitled RELEVANT EXPERIENCE or RELATED EXPERIENCE and list remaining experience as OTHER EXPERIENCE. • Full-time, part-time, internship, volunteer experience, and military experience may be included. • Emphasize duties, responsibilities, skills, abilities, and accomplishments appropriate to the position for which you are applying. • Always note job title, employing organization, city and state, and dates of employment. 	<ul style="list-style-type: none"> • Include specific details for each accomplishment (i.e. number of employees trained or supervised, size of budget managed, amount of funds raised, type of population served, a procedure improved upon or designed). • Experience need not be paid to be included.

COMPONENT	BASICS	COMMENTS
RELEVANT COURSEWORK (Optional)	<ul style="list-style-type: none"> • Include courses in your major area of study and/or those of interest to an employer. 	<ul style="list-style-type: none"> • Identify courses that increased your proficiency with computers, foreign language(s), and/or written/oral communications.
SKILLS & ABILITIES (Optional)	<ul style="list-style-type: none"> • Computer skills, web page design skills, oral/written communication skills, office skills, lab techniques and/or transferable skills not mentioned elsewhere. 	
LANGUAGES (Optional)	<ul style="list-style-type: none"> • Mention if you are fluent in a foreign language(s). 	<ul style="list-style-type: none"> • If you understand a language but are not fluent, you still might want to mention it.
LEADERSHIP, ACTIVITIES & INTERESTS (Optional)	<ul style="list-style-type: none"> • In order of importance, list student activities and organizations, offices held, professional associations, and committees on which you have served. 	<ul style="list-style-type: none"> • Include activities and interests that show leadership/initiative or relate to the position for which you are applying.
COMMUNITY SERVICE/VOLUNTEER ACTIVITIES (Optional)	<ul style="list-style-type: none"> • List offices held, organizations, projects, and the skills and abilities utilized. 	<ul style="list-style-type: none"> • If the setting is religious or political, you may want to use generic descriptions (for example, Youth Leader for church). If substantial, these experiences may be listed under "Experience."
HONORS (Optional)	<ul style="list-style-type: none"> • Recent graduates and continuing students can include academic honors such as the Dean's List, scholarships, and honor societies. 	<ul style="list-style-type: none"> • These can be listed under a separate heading or as a subsection under Education.
RESEARCH & PUBLICATIONS (Optional)	<ul style="list-style-type: none"> • Briefly describe relevant research projects. You may list articles, papers, books, or capstone projects. 	
TRAVEL (Optional)	<ul style="list-style-type: none"> • Travel can add a dimension to your life that could be valuable to an employer. 	<ul style="list-style-type: none"> • This can distinguish you from other applicants.
REFERENCES	<ul style="list-style-type: none"> • Do not include the words "References Available Upon Request". 	<ul style="list-style-type: none"> • Create a separate page for your references. Submit references on a separate page only if requested. (See instructions on references)

Resume Do's & Don'ts



Do

- use quality paper (at least 20 lb. Bond)
- use a readable font (no smaller than 10) and print on a letter-quality printer
- be concise and specific in your objective, if you use one
- quantify, when possible, and use specific examples
- emphasize significant achievements, results produced, and recognition from others
- use phrases and words that are positive and action-oriented
- attempt to limit your resume to one page; two pages if you have a significant amount of experience with clear relevance to a prospective employer
- be sure to include your name and "Page Two" at the top of second page
- check the spelling of every word; make sure grammar and punctuation are correct
- have your resume proofread by several people before sending it to potential employers
- begin phrases with action verbs such as "supervised," "designed," etc.
- consider stating that you have a portfolio and/or writing samples available upon request, if appropriate for your major or field
- use a large envelope to avoid folding the resume



Don't

- staple resume pages together or fold resume
- include personal information such as marital status, social security number, age, race, religion, political affiliation, or specific fraternity or sorority names
- use flashy graphics
- list unrelated, detailed duties such as "opened mail" or "filed documents"
- use words such as I, me, or my in your resume
- exaggerate your experience
- use meaningless words or phrases such as "seeking a challenging position" or "seeking a position working with people"
- start phrases in experience section with "Responsible for"
- state salary
- use abbreviations
- don't include high school information after your sophomore year in college, unless it is outstanding or directly related

VERB LIST FOR RESUMES AND LETTERS

<p>Management Skills</p> <p>assigned attained chaired consolidated contracted coordinated delegated directed evaluated executed improved increased organized oversaw planned prioritized produced recommended scheduled strengthened supervised</p>	<p>critiqued diagnosed examined identified inspected interpreted interviewed investigated reviewed summarized surveyed systematized</p>	<p>budgeted calculated computed forecasted managed marketed projected researched</p>	<p>compiled dispatched generated implemented monitored prepared processed purchased recorded retrieved screened specified tabulated validated</p>	<p>made mastered modeled modified obtained ordered photographed pinpointed pioneered presented presided proposed redesigned reduced (losses) reinforced related reorganized reported resolved (problems) restored revised served set up simplified sold sparked spearheaded staffed streamlined stretched structured studied supported taught tested tracked traded transformed transmitted traveled treated uncovered unified unraveled used utilized verified won</p>
<p>Communication Skills</p> <p>addressed arbitrated authored collaborated convinced corresponded drafted edited enlisted formulated influenced lectured mediated moderated negotiated persuaded promoted publicized reconciled recruited spoke translated wrote</p>	<p>Technical Skills</p> <p>assembled built devised engineered fabricated maintained operated overhauled programmed remodeled repaired solved upgraded</p>	<p>Creative Skills</p> <p>acted conceptualized created customized designed developed established fashioned founded illustrated initiated instituted integrated introduced invented originated performed revitalized shaped</p>	<p>More Verbs for Accomplishments</p> <p>accelerated accomplished achieved adjusted advertised announced changed compared completed conducted constructed consulted converted defined deposited determined distributed eliminated enforced entertained estimated expanded figured filed grouped handled hired improvised indexed innovated installed launched learned led</p>	<p>made mastered modeled modified obtained ordered photographed pinpointed pioneered presented presided proposed redesigned reduced (losses) reinforced related reorganized reported resolved (problems) restored revised served set up simplified sold sparked spearheaded staffed streamlined stretched structured studied supported taught tested tracked traded transformed transmitted traveled treated uncovered unified unraveled used utilized verified won</p>
<p>Research Skills</p> <p>collected</p>	<p>Teaching Skills</p> <p>adapted advised clarified communicated demystified enabled encouraged explained guided informed instructed set goals stimulated trained</p> <p>Financial Skills</p> <p>administered allocated analyzed appraised audited balanced</p>	<p>Helping Skills</p> <p>assessed assisted coached counseled demonstrated educated expedited facilitated familiarized motivated referred rehabilitated represented</p> <p>Clerical or Detail Skills</p> <p>approved arranged catalogued classified</p>		

Electronic Resumes

Scannable – Designed to be scanned as a picture and converted into electronic text using Optical Character Recognition (OCR) software and entered into a computerized database.

Internet (Plain Text) – Designed for use on a computer to be read from screen, saved on a hard drive or disk, sent over the Internet, searched for keywords, converted to other electronic file types, cut and pasted into databases, or printed to paper

HTML or Web-Resume – Designed for use on a Web site, has the ability to link to other sites creating a multidimensional effect.

Points to consider when preparing a scannable resume:

- Keep it simple
- Place your name at the top of the page on its own line
- Use a keyword summary to identify relevant skills and qualifications – computers search on descriptive nouns
- Include degrees, majors, GPA, job titles, employers, accomplishments, honors, computer software and hardware skills, and certifications
- Use the jargon of your profession, lots of nouns, and speak technically
- Use a standard typeface in 10-14 point font
- Don't use italics or underlines or slashes (here/there)
- Use capital letters to emphasize important text
- Use asterisks instead of bullets
- Do not use parentheses or brackets (including phone number area codes)
- Avoid horizontal and vertical lines, graphics, shading, boxes and tables
- Do not double space within a section
- Print your resume on standard 8 ½" x 11" white paper with black ink, one side only
- Do not fold or staple. Mail in a large envelope that requires no folding of enclosures
- Send 2 resumes, the original on letter-quality paper and the scannable version (mark scannable with Post-It)

Student Resume Samples

Christi McNally

Box 830 Westminster College
New Wilmington, PA 16172
Phone: (724) 946-5555

645 Crisco Street
Washington, PA 15301
Phone: (724) 222-5555

mcnallcx@westminster.edu

- Objective** A sales position with a growing pharmaceutical company
- Education** Bachelor of Science - **Business Administration** May 2002
Concentration: Management Minor: **German**
Overall GPA **3.25**
WESTMINSTER COLLEGE, New Wilmington, PA
- Semester Abroad** Fall 2000
Attended University of Leipzig to enhance German speaking skills
UNIVERSITY OF LEIPZIG, Heidelberg, Germany
- Healthcare Experience** **Merck Pharmaceutical Inc**, Pittsburgh, PA April-May 2001
Intern
- Presented information about company's products
 - Promoted five of the company's products
 - Analyzed information regarding physician's medical product preference
 - Assisted in developing promotional events for products
- Sammons Family Medicine**, Washington, PA Summers 1999-2001
Office Assistant
- Scheduled and recorded appointments electronically
 - Authorized referrals
 - Performed general office duties
- Sales Experience** **Direct China Outlet**, Washington, PA Summers 1996-1999
Sales Representative
- Generated sales by assisting and advising customers
 - Arranged display cases to draw customers' attention
 - Balanced cash drawer at open and close
 - Handled all inventory duties
- Leadership Activities** *Assistant Treasurer: National Social Sorority*
- Coordinated three fundraising events for sixty women
 - Budgeted all revenues from fundraisers
- Executive Board: National Social Sorority*
- Researched and presented pertinent topics at sorority meetings
 - Organized self-awareness program
- Computer Skills** Proficient: *Microsoft Word, Excel, Access, PowerPoint, and Netscape Navigator*

May U. Buy

Chronological Format

Box 100 Westminster College
New Wilmington, PA 16172
(724) 946-5555

15 Nest Garden Estates
Old Bird, PA 15067
(724) 292-5555

buymu@westminster.edu

PROFESSIONAL OBJECTIVE

A sales position with a competitive pharmaceutical company

EDUCATION

Bachelor of Arts, **Public Relations**, May 2002
Westminster College, New Wilmington, PA
GPA: **3.24** Major GPA: **3.68**

WORK EXPERIENCE

Resident Assistant, **Westminster College**, New Wilmington, PA, 2000-present

- Present educational and social programming for twenty-four women residents
- Participate in team projects with Student Affairs staff
- Conduct weekly meetings with residents to ensure enforcement of college policies

Communications Intern, **UPMC Presbyterian Hospital**, Pittsburgh, PA, 2001

- Created and edited press releases
- Attended Communication Department staff meetings
- Participated in group projects to develop promotional materials

Sales Associate, **Bath and Body Works**, Boardman, OH, 1997-2000

- Contributed to increased retail sales through product knowledge, demonstration, and point-of-sale recommendation
- Trained new employees, and provided effective customer service
- Prepared in-store marketing

Sales Clerk, **Brewster's Ice Cream**, New Castle, PA, 1996-1999

- Supervised seven employees
- Maintained inventory
- Served customers

COMPUTER SKILLS

Competent: Microsoft Excel, PowerPoint, Word, Internet

LEADERSHIP

National Social Sorority

Chair, Public Relations
Executive Board, Panhellenic Council
Junior Delegate, Panhellenic Council

Holcad, College Newspaper

Sports and Feature Editor

Fresh Start Student Orientation Staff

Student Government Association

HONORS

Lambda Sigma (Sophomore Honor Society), academic and leadership excellence
Omicron Delta Kappa (National Leadership Honorary), leadership excellence

May U. Buy

Skills Format

Box 100 Westminster College
New Wilmington, PA 16172
(724) 946-5555

15 Nest Garden Estates
Old Bird, PA 15067
(724) 292-5555

buymu@westminster.edu

PROFESSIONAL OBJECTIVE

A sales position with a competitive pharmaceutical company

EDUCATION

Bachelor of Arts, **Public Relations**
Westminster College, New Wilmington, PA
GPA: **3.24** Major GPA: **3.68**

May 2002

PUBLIC RELATIONS SKILLS

- Created and edited press releases
- Presented educational and social programming for twenty-four women residents
- Participated in team projects with Student Affairs staff
- Participated in group projects to develop promotional materials
- Attended Communication Department staff meetings

MANAGERIAL SKILLS

- Conducted weekly meetings with residents to ensure enforcement of college policies
- Trained new employees, and provided effective customer service
- Maintained inventory

SALES SKILLS

- Contributed to increased retail sales through product knowledge, demonstration, and point-of-sale recommendation
- Prepared in-store marketing
- Supervised seven employees

WORK HISTORY

<i>Resident Assistant, Westminster College, New Wilmington, PA</i>	2000-present
<i>Communications Intern, UPMC Presbyterian Hospital, Pittsburgh, PA</i>	2001
<i>Sales Associate, Bath and Body Works, Boardman, OH</i>	1997-2000
<i>Sales Clerk, Brewster's Ice Cream, New Castle, PA</i>	1996-1999

COMPUTER SKILLS

Competent: Microsoft Excel, PowerPoint, Word, Internet

LEADERSHIP

National Social Sorority	Holcad, College Newspaper
· Chair, Public Relations	· Sports and Feature Editor
· Executive Board, Panhellenic Council	Fresh Start Student Orientation Staff
· Junior Delegate, Panhellenic Council	Student Government Association

HONORS

Lambda Sigma (Sophomore Honor Society), academic and leadership excellence
Omicron Delta Kappa (National Leadership Honorary), leadership excellence

Arthur J. Scales

scalesaj@westminster.edu

Campus Address:

Box 512
Westminster College
New Wilmington, PA 16172
(724) 946-5555

Permanent Address:

R.D. #7 Box 528
Waynesburg, PA 15370
(724) 627-5555

EDUCATION

Bachelor of Science in **Business Administration**, May 2001
Concentration: **Psychology**, GPA: **3.50**
WESTMINSTER COLLEGE, New Wilmington, PA

MANAGEMENT SKILLS

- Achieved high closing ratio as a sales agent
- Resolved roommate conflicts and discipline problems as a Resident Advisor in a freshmen residence hall

FINANCIAL SKILLS

- Analyzed profit & loss exhibits; conducted various ratio tests, pro-forma budget forecasts, and spreadsheet comparisons using industry standards
- Led computer simulation team to 1st place, besting 8 teams, for senior capstone course in Strategic Management (our stock price \$17, runner-up \$10)
- Co-managed stock portfolio: researched investment strategies and stock market trends

COMPUTER SKILLS

Proficient: *Excel, Windows 95, Word, and WordPerfect*
Knowledgeable: *Lotus, PowerPoint, SPSS, and Microsoft FrontPage*

LEADERSHIP

President of Jubilee Committee: marketed organization, raised funds, and organized trip to annual conference
Coordinator of Chapel Staff: planned and executed several campus activities, including wilderness retreat for 50 students

HONORS & AWARDS

Mortar Board, *senior leadership and service honor society*
Trustee Scholarship, *awarded for academic excellence*
Pi Sigma Pi, *senior honor society for cumulative GPA of 3.6 or higher*

EMPLOYMENT HISTORY

<i>Assistant Financial Analyst, Banion Agency, Waynesburg, PA</i>	Summers 2000-present
<i>Resident Advisor, Westminster College, New Wilmington, PA</i>	Academic Year 1999-2000
<i>Camp Counselor, Ligonier Camp and Conference Center, Ligonier, PA</i>	Summer 1999
<i>Sales Agent, Marriott Hotels, Ithaca, NY</i>	Summer 1998

Cee D. Rom

School Address:
Box 322
Westminster College
New Wilmington, PA
(724) 946-5555
romcd@westminster.edu

Home Address:
101 Easy Street
Uniontown, PA 15401
(724) 437-5555

OBJECTIVE	A computer programming position with a dynamic organization	
EDUCATION	Bachelor of Science: Computer Science Major GPA: 3.90 Westminster College, New Wilmington, PA	May 2001
COMPUTER SKILLS	Proficient: <i>Visual Basic, BASIC, C, C++ , Java, Access, Visual C++ ,TCP/IP, Allaire Cold Fusion, FTP, HTML, Lotus, Netscape Enterprise Web Server, Novell NetWare, Derive, DOS, Excel, PowerPoint, PERL, SMTP, Spim, UNIX, Windows AT, 95, 98, Adobe Photoshop, Word, COBOL, SQL, Oracle, WordPerfect</i>	
COMPUTER EXPERIENCE	<i>METALLIC INCORPORATED</i> , Uniontown, PA Software Engineer / Web Administrator Intern <ul style="list-style-type: none">• Designed a Visual Basic application to collect local radar conditions and display live wireless traffic data to the Internet• Installed video server to stream live video to the Internet• Created and maintained Metallic website using Netscape Enterprise Server and Windows NT server• Installed antennas, cable runs, wireless video equipment, cameras, infrared illuminators, weather sensors, and other peripheral equipment	Summer 2000
	<i>WESTMINSTER COLLEGE</i> , New Wilmington, PA Web Developer <ul style="list-style-type: none">• Revised web site Client/Server databases• Assisted webmaster with updates and changes to Internet site	Spring 2001
	Master Proctor <ul style="list-style-type: none">• Supervised all computer labs and 40+ student workers• Conducted spot checks on labs and evaluated student workers	Spring 2000
	Help Desk Intern <ul style="list-style-type: none">• Provided Help Desk support for the campus-wide Novell network• Troubleshoot and repaired computer hardware and software• Trained and scheduled student workers• Prepared web pages for online help• Resolved faculty and student problems regarding the campus-wide Network	Fall 2000
LEADERSHIP	<i>Senator</i> , Student Government Association <i>Delegate</i> , Mock Convention	1998 1998
CAMPUS INVOLVMENT	<i>Active Member:</i> Westminster Soccer Team National Social Fraternity Campus Drivers Program	Ski Club Chess Club
INTERNATIONAL TRAVEL	Austria, Belgium, England, France, Germany, Holland, and Italy	
CERTIFICATIONS	CPR, Basic First Aid, and Life Saving	

Resume Checklist

- ✓ Is the resume readable and pleasing to the eye?
- ✓ Does it have an easy to read font and good format?
- ✓ Did you use ●bullets, **bold**, *italics* and/or underlining to highlight key strengths?
- ✓ If resume will be scanned, did you omit columns, *italics*, **bold**, ●bullets and underlining?
- ✓ Is information listed in order of importance and relevance to the position?
- ✓ Did you include your name, address, city, state, zip code, telephone number, and e-mail address?
- ✓ Do you have your name and “Page Two” on second page, if applicable?
- ✓ Does your objective (if used) clearly state the position for which you are applying?
- ✓ Did you check the spelling, grammar and punctuation?
- ✓ Do phrases begin with action verbs?
- ✓ Have you been truthful about your accomplishments rather than being falsely modest or exaggerating?

Cover Letters

The cover letter is used to introduce yourself and to briefly explain your qualifications to a prospective employer. The purpose of the cover letter is to gain the employer's interest and gain his/her attention to your application for employment. A cover letter should always accompany your resume when you are not applying in person.

The cover letter should highlight a few of your experiences or skills. It should not duplicate information on your resume word for word.

9 TIPS ON WRITING AN EFFECTIVE COVER LETTER

1. The letter should be printed on the same quality paper as your resume.
2. Always address the letter to the appropriate individual by name and professional title. Contact the organization to verify the person's name, title, gender and spelling.
3. Salutation should read "Dear Mr. Jones:", not "Dear Mr. Sam Jones:". If it is impossible to learn the name or title, the salutation should read "Dear Sir or Madam:" or "To Whom it May Concern".
4. Try to avoid beginning sentences or paragraphs with the word "I".
5. Begin your cover letter with a strong statement. Develop a bridge or common bond between you and the employer. Remind the employer of any previous contact you have had, and/or tell how you learned of the vacancy or company/organization. Consider mentioning any personal contact and/or experience with the company/organization.
6. Use second paragraph to highlight particular points in your background that meet the requirements of the job you are seeking. Tell why you are interested in the employer. Indicate what you can do for the employer rather than what the employer can do for you.
7. In the final paragraph, thank the employer for considering your resume and mention your telephone number and email address.
8. Always sign your letter in black or blue ink.
9. **Proofread** to correct all spelling and punctuation errors. Both the cover letter and resume must be free of mistakes.

Cover Letter Guidelines

Your Present Address
City, State, Zip Code

Date of Letter

Individual's Name
Title (ex: President, Editor, Director, etc.)
Employer
Street Address
City, State Zip Code

Dear Mr./Ms./Dr. (Last Name) :

First Paragraph. In your initial paragraph indicate the reason for writing, the specific position or type of work for which you are applying, and how you learned of the opening. (Prior contact with employer or employees of the organization, newspaper advertisement, the Internet, etc.)

Second Paragraph. Mention why you are interested in the position, the organization, its products or services. Above all, indicate what you can do for the employer. If you are a recent graduate, explain how your academic background makes you a qualified candidate for the position. If you have related work or internship experience, point this out by mentioning specific achievements or qualifications gained through this experience. Do not repeat information word for word as it appears in the resume.

Third Paragraph. In the closing paragraph, indicate your desire for a personal interview. Repeat your phone number in the letter and offer any assistance to help in a speedy response. Finally, thank the employer for his/her consideration.

Sincerely,

(Your Handwritten Signature)

Your Name Typed

Enclosures (denotes that resume, applications, etc., are enclosed)

Box 1
Westminster College
New Wilmington, PA 16172

June 28, 20__

Mr. Ron Jones
Human Resources Representative
Hilton Hotels Corporation
933 Civic Center Drive
Beverly Hills, CA 90210

Dear Mr. Jones:

Last winter I had the opportunity to speak with Ms. Tricia Banick from your Marketing Department. Ms. Banick suggested I contact you regarding my interest in working at Hilton Hotels Corporation.

From my enclosed resume you will note that I have direct experience in the fields of restaurant management and public relations in both the United States and Brazil. My educational background, my extracurricular activities, and my proficiency in Spanish and French have strengthened my skills in the areas of supervising, organizing, and planning. I am looking for a challenging and rewarding career in the hospitality industry and trust that my qualifications are what you are seeking.

I would appreciate the opportunity to talk to you about a position with your company. Please feel free to contact me at 724/946-____ or janedq@westminster.edu to explore my background further.

Thank you for your consideration.

Sincerely,

(Your Handwritten Signature)

Jane Doe

Enclosures

Box 1257
Westminster College
New Wilmington, PA 16172

March 3, 20__

Ms. Jane Smith
Personnel Director
Amherst County Drug and Alcohol Executive Commission
898 Park Avenue
Suite 12
Buffalo, NY 16335

Dear Ms. Smith:

As a Counselor at Hermitage House Youth Services, I believe that I am well prepared for the position of Prevention Specialist that is currently available at the Amherst County Drug and Alcohol Executive Commission.

From my enclosed resume you will note that my responsibilities as a counselor are similar to those of the Prevention Specialist. I have worked with adolescents in groups and individually, as well as with the families of these youths. My positions as a counselor and crisis volunteer have provided me with training in the area of drug and alcohol prevention.

In May of this year I will obtain my Bachelor of Arts Degree in Sociology, with a minor in Psychology, from Westminster College. I have a strong commitment to helping adolescents, and I am willing and excited to learn new responsibilities. I would greatly appreciate your consideration of my application for this position. Please feel free to contact me at (624) 946-5555 or blancz@westminster.edu.

Sincerely,

(Your Handwritten Signature)

Josephine Blanc

Enclosures

644 Harrogate Drive
Pittsburgh, PA 15241

June 5, 20__

Ms. Paula Spaulido
Recruitment Center/Programs Division
Central Intelligence Agency
P.O. Box 12727
Arlington, VA 22209-0065

Dear Ms. Spaulido:

Thank you for responding to my inquiry regarding employment opportunities with the Central Intelligence Agency. The organizational description and employment requirements found in the information packet that you provided have confirmed my desire to pursue a position with your agency.

From my resume you will note that I have direct experience in the international arena. My educational background, both foreign and domestic, has strengthened my skills for both the classroom and business environments. My analytical, organizational, human resource management, and planning skills are evident in my extracurricular activities and leadership positions. I am looking for a challenging and rewarding career in the intelligence community and trust that my qualifications will meet your requirements.

I would appreciate the opportunity to talk to you about a position with the CIA. Please feel free to contact me at 412/648-5555 or sprowgb@westminster.edu.

Thank you for your consideration.

Best Regards,

(Your Handwritten Signature)

George Dubya Sprow

Enclosure

REFERENCE GUIDELINES

- ✓ Create a separate page for your references
- ✓ Center information on page
- ✓ List names, titles, and contact information for each reference on separate sheet of paper that matches your resume and cover letter
- ✓ **Always** ask permission before using anyone's name as a reference, or including their home address and/or phone number
- ✓ Do not use relatives or friends as references; try to use people who know about your work-related abilities
- ✓ Former employers, internship or volunteer project supervisors, and faculty are good choices
- ✓ From 3 to 5 references are appropriate
- ✓ Have list of references prepared in the event you are asked to provide them

SAMPLE

References for

Cee D. Rom

George W. Bush
President of the United States
1600 Pennsylvania Avenue
Washington, DC 10001
(202) 555-1212 – Oval Office
(202) 555-5555 – White House
e-mail: eagle@whitehouse.gov

R. Thomas Williamson
President
Westminster College
New Wilmington, PA 16172
(724) 946-7131 – office
(724) 946-5555 – home
e-mail: williart@westminster.edu

Dr. Barbara T. Faires
Chair, Math & Computer Science Department
Westminster College
New Wilmington, PA 16172
(724) 946-7293 - office
(724) 946-5555 – home
e-mail: faresbt@westminster.edu

Thank You Letter Guidelines

Your Present Address
City, State, Zip Code

Date of Letter

Individual's Name
Title
Employer
Street Address
City, State, Zip Code

Dear Mr./Ms./Dr. _____ (Last Name) _____:

First Paragraph: In your initial paragraph, thank the interviewer for the opportunity to be considered for the particular position. If possible, identify one or two things that came up in the interview to remind the interviewer of who you are.

Second Paragraph: Reinforce and highlight your qualifications. Rephrase your background and briefly explain how your skills, experience, and accomplishments make you right for the job. Also clarify anything you wish you had made more clear, or forgot to say, during the interview.

Closing Paragraph: In the closing paragraph, emphasize your interest in the position. Indicate that you look forward to hearing from the interviewer or refer to follow-up instructions discussed during the interview. Include your phone number. You may include your e-mail address if you wish.

Sincerely,

(Your Handwritten Signature)

Your Name Typed

General: Thank you letters can be handwritten or typed and should be mailed within 24 hours of your interview. You can use a standard business format. If you were interviewed by more than one person, a separate note should be sent to each person.

Sample Thank You Letter

21 Smith Road
New Wilmington, PA 16172
724-555-1212

August 22, 2001

Ms. Penelope Interviewer
Human Resource Director
Child Development Center
123 Hopkins Boulevard
New Castle, PA 16105

Dear Ms. Interviewer:

Thank you for the opportunity to interview with you yesterday afternoon. I am very interested in the case worker position you described.

My sociology and psychology classes, internship, summer jobs, and my community service work at the Women's Shelter have prepared me well for a case worker's position. I am especially interested in the group therapy program you mentioned. I would welcome the opportunity to contribute to that effort.

I enjoyed meeting you and your staff and look forward to hearing from you soon. If I can provide any additional information, please call me at (724) 555-1212, or you may e-mail me at seekerjl@westminster.edu. Thank you again for your time and consideration.

Sincerely,

(Your handwritten signature)

Joe Seeker

Sample Thank You Letter - 2

Ima Kneidajob
1234 Fifth Avenue
New Wilmington, PA 16172
724-555-1212

August 22, 2000

Mr. Ray O'Hope
Employment Director
Acme Hotels, Inc.
321 Main Street
New Castle, PA 11111

Dear Mr. O'Hope:

I appreciated the opportunity to meet with you yesterday to learn more about your organization. It was interesting to learn that your secretary, Mrs. Rogers, is an alumna of Westminster College.

As we discussed, my education in business administration at Westminster and my internship at Marriott provide a good fit for the position of Associate Corporate Catering Manager. My attention to detail, planning abilities, and experience with corporate customers would be of great value in fulfilling the responsibilities of the position. I am not sure I mentioned during my interview that I will conclude my training in Excel next week. I believe this skill would be beneficial during budget reviews.

My interest in this position is strong, and I will contact you next week, as you suggested, to discuss the next steps. You can contact me at school until May 15th at 724-946-5555, and at home at 724-658-5555, after that date.

Sincerely,

(Your Handwritten Signature)

Ima Kneidajob