



Résumés and Cover Letters

Putting Your Best Foot Forward

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What is a Résumé?

A résumé is a brief written summary of who you are, what skills you have and what you have done. A résumé is your “personal advertisement.”

Everything about a résumé is important. Even the way you set it up and present it will reveal things about you.

Remember the person reading your résumé may one day be your boss, so put yourself in his/her place! Honestly, analyze your final product.

There are many ways of organizing the information to be put into your résumé.

Basic Résumé Format

PARTS OF A RÉSUMÉ

1. ***Job Objective*** - Simply and clearly tells an employer the position in which you are applying.
2. ***Summary of Qualifications*** - Gives an employer a quick rundown of the desirable skills and features you possess.
3. ***Employment History*** - Tells an employer all the previous relevant positions you've held and the duties you performed.
4. ***Education*** - Covers your educational background and relevant training.
5. ***Skills and Special Abilities*** - Details your skills and specialized knowledge.
6. ***References*** - Indicates that references are available

LAYOUT AND APPEARANCE

Layout and appearance are critical elements in a résumé. Naturally, the first résumés employers will eliminate are the uninviting kind such as sloppy résumés, marginless résumés, and résumés that are downright difficult to read due to small print, light print, cluttered print, or unorganized text.

To create an attractive résumé remember the three c's - *clear, clean, and crisp.*

Clear - Grab the reader's attention with big, bold headings. They break up the monotonous look of one continuous typeface to form clear, distinguishable sections. Main headings such as Job Objective, Summary of Qualifications, etc. as well as subheadings such as job titles and course titles can be bolded, underlined, and/or capitalized.

↓1 inch	
NAME	
Post Office Box Town, Province, Postal Code (Area Code) Phone Number	
JOB OBJECTIVE	
Position you are applying for	
SUMMARY OF QUALIFICATIONS	
Key points about yourself	↔ 1 inch
EMPLOYMENT HISTORY	
2001 - 2002	Job Title Employer, Company, City/Town, Province Your duties and achievements
1999 - 2001	Job Title Employer, Company, City/Town, Province Your duties and achievements
↔ 1 inch	
EDUCATION AND TRAINING	
1997 - 1999	Course Title or Diploma/Degree Name of College or School, City/Town, Province
SKILLS AND SPECIAL ABILITIES	
Your skills, specialized knowledge, and characteristic features	
REFERENCES	
Available Upon request or attached	
↓1 inch	

Basic Résumé Format

LENGTH OF RÉSUMÉ

The key is to sell yourself to the maximum while keeping your résumé to a minimum length. Be brief and to-the-point. Most books on résumé writing encourages one-page résumés; however, if you feel that vital information will not adequately fit onto one page, go to a second page. Don't eliminate important information because you have reached a one-page limit. Try to think in terms of *relevance* rather than number of pages.

Types of Résumés

CHRONOLOGICAL RÉSUMÉ

The chronological résumé is the most commonly used résumé format. It emphasizes your work history, positioning it either first on the résumé or following the Job Objective section. The employment history is listed in the reverse chronological order starting with your most recent job first and working backwards in time.

Most people use this format because it is simple and straightforward. This format works best for an individual who has followed a specific career plan with jobs of increased responsibility. This résumé format does not work well with someone with frequent job changes or gaps in employment history.

See a sample of a Chronological résumé on pages 15-17.

FUNCTIONAL (SKILLS) RÉSUMÉ

The functional résumé highlights skills, experience, and accomplishments in specific areas such as *administration, communications, management, or customer service*. This type of résumé begins with a listing or summary of your skills rather than an Employment section, with the purpose of communicating abilities and strengths that the prospective employer might be seeking. It may or may not include a work history. Functional résumés may be the best format for individuals who are changing careers, have no work experience, have been out of the workforce for a long time, or have been in the same or similar position for a long time and the work responsibilities are repetitive when listed chronologically.

See a sample of a Functional résumé on page 18-19.

COMBINATION RÉSUMÉ

This résumé format is a combination of the functional and chronological résumés. Typically, a combination résumé begins with a strong Experience or Profile section to sell your skills and emphasize achievements that pertain to the job you're seeking. Then you demonstrate how you applied or acquired these skills by following it with a Work History or Employment section. Often in this type of résumé, job-seekers will also incorporate volunteer jobs and non-paid experience into their jobs and experience. This type of résumé works well for most people.

See a sample of a Combination résumé on pages 20-22.

Creating Your Résumé

NAME, ADDRESS AND PHONE NUMBER

Your name, complete mailing address and phone number is placed at the top of the page. If possible include a work number, cell phone number and e-mail address. The more accessible you are, the more likely you will be reached. This information is usually centered at the top of the page; however, if you want to get fancy, you can display it to the left or right in your own creative manner. Keep it professional looking though.

JOB OBJECTIVE

Résumé writing professionals argue the value of Job Objectives. Some claim they are unnecessary and take up space. Others believe they are vital elements in a résumé and give it a sense of direction. They appear at the top of the résumé directly after your name and contact information.

The Job Objective is simply a short statement that describes the job you want. It is helpful in telling the busy résumé screener exactly the position in which you are interested. If you use a Job Objective, make sure your job goal matches perfectly with the job in which you are applying. If you are not sure of the job in which you are applying or if you are applying to companies where you are willing to consider other openings, don't use it. The best objectives are specific, including a job title and clear

focus. Here are some examples:

Job Objective: To work as an Executive Secretary

Job Objective: Word Processing Operator at J. D Graphics

Avoid using objectives that are vague, flowery, wishy-washy and “me oriented” statements that sound more like future career goals. Here are some examples of objectives to avoid:

Job Objective: To obtain a responsible, challenging secretarial position with opportunity for advancement to a supervisory position.

(The problem here is that it sounds like a dreamy future aspiration and tells what you'd like to get out of the employer, rather than what the employer can get out of you.)

Job Objective: To find a career that is challenging, fulfilling, and allows for personal growth.

(The problem here is the objective is “me-oriented” and doesn't mention the position in which you are applying)

THE SUMMARY OF QUALIFICATIONS

The Summary of Qualifications lists your most desirable qualities at the beginning of the résumé. Some highlights to mention in your summary can include statements focussing on occupational experience, areas of expertise and specialities, and strongest skills, abilities and proficiencies. A summary works well to demonstrate to employers how your qualifications match their job requirements. This section can also be titled Qualifications Summary, Highlights of Qualifications, Career History, Summary of Experience, Professional Profile, or Career Summary.

Here are some examples of statements to use in a Summary of Qualifications:

- Ten years experience working in the secretarial field
- Proficient in the use of Microsoft applications
- Proven skills in organizing special functions for large groups
- Successfully completed Welding program at DieTrac College
- Highly motivated; committed to delivering top quality service

You can tailor your Summary of Qualifications to match your skills to an employers'

exact needs. Job ads can be a great help in forming your Summary of Qualifications by showing you which skills and features to emphasize. If you use this method, you'll need to modify your Summary of Qualifications for each job you apply for and you may have to alter or rearrange your résumé content somewhat.

WORK HISTORY

The Work History (Work Experience, Employment History) consist of four parts:

1. Dates of employment
2. Job titles and employers information
3. Main function (optional)
4. Job duties

Dates of Employment

The most common way to list your work experience is in reverse chronological order. In other words, start with your most recent job and work your way backwards. This way your prospective employer sees your current job, which is usually the most important, before seeing your past jobs. Your most recent position, if the most important, should also be the one that includes the most information, as compared to the previous jobs.

You can list years only (1999-present) or months and years (May 1999-present).

Listing years alone covers some of the gaps if you have worked in a position for less than a full year. For instance, if you worked from September 1996 through May 1997, saying

1996 -1997 certainly looks better. Regardless of which method you choose, be consistent throughout your résumé.

Job Titles and Employers Information

When listing your work experience, give the title of the job along with the name of the company, the city or community, province and the year(s) you worked there. It is not necessary to use the title that your previous employer gave you if it doesn't reflect what you have been doing. If you create a new title for yourself, make sure your job justifiably deserves it. It is good to use updated titles to reflect a more professional image. For example, use *Administrative Assistant* instead of *Secretary* and *Custodian* instead of *Janitor*.

Underneath your job title, type the name and address of the company or organization for which you worked. It is not necessary to include the street name and postal code.

The Main Function (Optional)

Depending on the type of résumé you write, you may need to have the Main Function for each job described. The Main Function is a short introductory sentence that precedes your job duties. It summarizes the basic role of your job. The sample below shows how to effectively write the main function.

Ask Yourself:

What was the main role of my job?

Sample Answer:

- Provided administrative and secretarial support and performed reception duties

What kind of organization did I work in?

- A general practice law firm

For whom did I work?

- Staff of 20 including senior lawyers, junior lawyers, and paralegals

Thus, this Main Function may read:

“Provided administrative and secretarial support to two senior attorneys and performed reception duties for the entire general practice law firm comprised of 20 lawyers.”

Job Duties

Show the full range of your duties by firing them up with enthusiastic descriptions. Give lots of details. First, list all duties you’ve performed on the job. Now enhance your job duties by including specific details.

For example, instead of just saying “typing” in the job descriptions, build your statement as follows:

Ask Yourself:

What did I type?

Sample Answer

- Letters, reports, documents, memos, invoices, lists

How much did I type?

- A lot

On what did I type?

- Electronic typewriter, word processor

What did I use?

- Dicta machine or handwriting notes

Thus your job description might read:

"Typed large volume of letters, reports, documents, memos, invoices, and lists using an electronic typewriter and word processor from machine dictation and handwriting copy."

Use action verbs in your job descriptions to give specific information and to make your résumé more professional. Attached is a list of action verbs to help you in building your job descriptions. See page 13.

EDUCATION

The Education section is a simple listing of your course titles and names of schools or training programs you have attended. When you have relevant work experience, your Job History takes priority over Education and is placed first on your résumé. Place Education before Job Experience when you are a recent graduate and do not have any relevant work experience or your education and credentials are more important than your work experience. Here are some things to remember when creating this section:

- List your courses in reverse chronological order with your most recent ones first.
- List any training courses or programs related to the position in which you are applying.
- Omit courses not related to the position, but if these are the only ones you have, list them anyway.
- Scrap old courses completed.
- Generally you don't have to include high school in your résumé unless it is the highest education level you have attained. Although some positions list high school completion as part of the criteria when submitting an application for employment. In this case be sure to include your high school education.
- Include the course title, name of school, town (city), and province.
- Include outstanding academic achievements such as honours or awards and any certifications

Here is how a typical Educational section might look:

EDUCATION

- | | |
|-----------|---|
| 1999-2001 | <u>COMPUTER PROGRAMMING</u>
College of the North Atlantic, Clarendville, NF
(Graduated with High Honours) |
| 1995-1999 | <u>HIGH SCHOOL DIPLOMA</u>
Crescent Collegiate High School, Blaketown, NF |

PROFESSIONAL TRAINING

- | | |
|------|--|
| 2002 | <u>MICROSOFT APPLICATIONS (30 hours)</u>
Keyin College, Clarendville, NF |
|------|--|

SKILLS AND SPECIAL ABILITIES

Depending on the position in which you are applying, this section can be very important to show an employer what you can do. This section pinpoints your strengths. You can identify these strengths according to these categories which include:

- ***Technical Skills*** - list computer software programs, office machines and equipment used and operating abilities
- ***Special Abilities or Specialized Knowledge*** - list all special talents, abilities and knowledge you have
- ***Characteristic Features*** - list the distinctive qualities and traits you have within you. See the attached list of Descriptive Characteristic Features on page 14. Choose three from the list.

Here is how this section may look:

SKILLS AND SPECIAL ABILITIES

- Extensive knowledge of Corel 2000, Microsoft Office and Simply Accounting
- Operate and troubleshoot a wide range of office equipment including computers, laptop computer, laser printers, scanners, photocopiers, and fax machine
- Speak French fluently
- Good English skills and an aptitude for figures
- Very organized, extremely thorough, and efficient

OPTIONAL SECTIONS

Here is a list of other sections you may or may not want to include in your résumé:

Memberships or Professional Affiliations

Don't bother to include hobby-like, religious or political associations. Include associations that will enhance your professional or business image.

Volunteer Experience or Community Involvement

This section can demonstrate many good characteristic qualities about you such as self-motivation, community mindedness, and initiative.

References

It is your decision whether or not to include references on your résumé. If you decide not to include them you may write “References Available Upon Request.” If a job posting requires that you must submit references, include them. However, make sure your references are updated and are professional. Your references should be from previous employers, former supervisors, teachers, professors, and instructors or any individual in a professional or prominent position who knows you well such as your doctor, lawyer or accountant.

Résumé Writing Tips

1. Choose the résumé that is best for you!
2. Dare to be different.
3. Realize that every résumé is read for only 20 seconds.
4. Understand the purpose of the résumé.
5. Use Examples, Examples, Examples...
6. Use direct, simple English.
7. Be honest, don't misrepresent yourself.
8. Include a cover letter.
9. Ensure your résumé is laser printed if possible.
10. Edit your résumé for grammatical and spelling errors.
11. List an e-mail address if applicable.
12. Don't include reasons why you left previous jobs.

13. Don't include expected salary unless required to do so.
14. Don't include "Resume of;" they already know it's a resume.
15. Omit personal information such as age, marital status, and religion.
16. Don't include political or religious affiliation unless you feel they are appropriate.
17. Avoid using abbreviations and symbols.

Action Verbs

abstract	compose	establish	launch	provide	succeed
accelerate	conceive	estimate	lead	publicize	summarize
achieve	conceptualize	evaluate	lend	publish	supervise
acquire	conciliate	exceed	liaison	purchase	supply
adhere	conduct	execute	litigate	raise	support
adjust	configure	expand	locate	rank	surpass
administer	confirm	facilitate	lower	recognize	survey
advance	consolidate	file	maintain	recommend	teach
advise	construct	finalize	manage	reconcile	team
advocate	consult	finance	manipulate	record	test
analyze	contact	forecast	market	recruit	testify
answer	contract	formulate	match	re-design	track
anticipate	contribute	foster	maximize	reduce	train
apply	control	fulfill	mediate	re-engineer	transcribe
appoint	convert	furnish	meet	regenerate	transform
appraise	coordinate	gather	merge	re-invent	transmit
approve	counsel	generate	modify	release	transport
arrange	cover	grow	monitor	re-negotiate	treat
assemble	create	guide	motivate	reorganize	typeset
assess	cultivate	handle	negotiate	repair	update
assign	customize	head	observe	replace	utilize
assist	decrease	hire	obtain	represent	validate
assume	define	host	offer	resolve	verify
assure	delegate	identity	open	restructure	work
attain	deliver	illustrate	operate	retain	write
audit	demonstrate	implement	orchestrate	retrofit	
author	design	improve	order	revamp	
automate	determine	incorporate	organize	revise	
book	develop	increase	orient	run	
brief	devise	inform	originate	satisfy	
budget	diagnose	initiate	oversee	save	
build	direct	inspect	participate	schedule	

canvass	dispatch	install	perform	screen
capture	distribute	institute	pilot	secure
chair	diversity	instruct	pioneer	select
check	document	integrate	place	sell
classify	downsize	interact	plan	serve
close	draft	interface	possess	service
coach	edit	interpret	prepare	settle
co-author	educate	interview	present	set up
collaborate	employ	introduce	prioritize	solve
collect	enable	invent	process	spearhead
communicate	encourage	inventory	procure	stabilize
compare	enforce	investigate	produce	streamline
compete	enhance	invite	promote	strengthen
compile	enlarge	issue	propose	submit
complete	ensure	justify	prospect	substantiate

Descriptive Characteristic Features

punctual	loyal	honest	thorough
prompt	committed	trustworthy	precise
friendly	dedicated	sincere	accurate
outgoing	devoted	conscientious	detailed-oriented
sociable	fast worker	diligent	meticulous
pleasant	efficient	hardworking	progress-minded
helpful	productive	industrious	goal-oriented
supportive	team worker	eager to learn	achievement-oriented
dependable	team player	willing to learn	fast learner
responsible	cooperative	self-motivated	bright
reliable	neat	self-starter	intelligent
capable	orderly	self-discipline	sharp

competent

organized

innovative

flexible

energetic

inventive

respectful

adaptable

enthusiastic

creative

courteous

versatile

vibrant

dynamic

polite

Chronological Résumé Format

This format works best for an individual who has followed a specific career plan with jobs of increased responsibility. This résumé format does not work well with someone with frequent job changes or gaps in employment history.

JOSEPH MARTIN

P. O. Box 2020
Clareville, NL A0E 1J0
Telephone: (709) 466-2222
e-mail: jomart@hotmail.com

WORK EXPERIENCE

- 1999-2002 **Hotel Clerk**
Delta Hotel, St. John's, NL
Gained valuable experience in hotel service and administration by maintaining a consistent level of professionalism and acceptance of increased responsibility.
- Trained personnel
 - Handled bookings from telephone, international fax and telex
 - Maintained daily and monthly reports tracking demands and guaranteed no-show billing
 - Utilized APTEC computer for inputting group bookings and lists
- 1996-1999 **Hotel Clerk**
Hotel Newfoundland, St. John's, NL
Provided quality hotel service to guests of a five star hotel servicing 500 rooms.
- Provided for guests' needs
 - Controlled reservation input, using EECO computer system
 - Handled incoming calls
 - Maintained daily reports involving return guests, corporate accounts, and suite rentals
 - Inspected rooms
- 1994-1996 **Sales Associate**

Coles Bookstore, St. John's, NL

Worked in a popular book store franchise dealing with large number of customers daily ensuring customer satisfaction.

- Assisted customers
- Maintained stock
- Opened and closed shop
- Tracked best selling novels
- Made recommendations to customers

EDUCATION

- 1993 **Hotel Operations**
Lawrence College, St. John's, NL
- 1991 **High School Diploma**
Discovery Collegiate, Bonavista, NL

OTHER TRAINING & CERTIFICATION

- Valid St. John's Ambulance Standard First Aid Certificate
- Back Injury Prevention Seminar
- Self-defense Training
- Fire Prevention Training
- WHMIS (Workplace Hazardous Materials Information System)

COMMUNITY INVOLVEMENT

- Member of Clarenville Area Chamber of Commerce
- Director with Discovery Regional Development Board
- Regular participant of annual "Ride for Sight"

REFERENCES

Joan Green

John Brown

Robert Black

Manager
Delta Hotel
St. John's, NL
Work: (709) 555-2222

Manager
Hotel Newfoundland
St. John's, NL
Work: (709) 555-3333

Supervisor
Coles Bookstore
St. John's, NL
Work: (709) 555-4444

Functional (Skills) Résumé

Format

Functional résumés may be the best format for individuals who are changing careers, have no work experience, have been out of the workforce for a long time, or have been in the same or similar position for a long time and the work responsibilities are repetitive when listed chronologically.

Christopher Morrow

55 Bellevue Drive, Clarendville, NL A0E 1J0

morrow@mailbox.com

Skills/Abilities

Organizational/Management

- Handled stocking and assisted in managing flow of stock in grocery store
- Prepared weekly inventory reports and submitted to supervisor
- Recommended new stocking system, which reduced stocking time by four hours a week
- Served as treasurer of high school graduation committee for two years
- Coordinated candy sale fundraiser for graduation committee which resulted in \$350 in profit
- Helped plan quarterly meetings

Customer Relations

- Assisted grocery shoppers in finding products
- Provided carry out service
- Created new customer comment program, which included a personal letter from the appropriate department head and increased customer satisfaction by 75%
- Served 78 customers on neighbourhood newspaper route and handled billing and collections
- Initiated revised billing program for paper route which increased on-time payments by

30%

Communication

- Wrote articles for the high school newspaper
- Wrote and created brochure and agenda for graduation ceremony
- Participated in annual speech competitions

Work History

Stock Clerk , SaveEasy, Clarenville, NL (Summers and after school)	2000-present
Newspaper Carrier , The Packet, Clarenville, NL	1999- 2001

Education

High School Diploma , Clarenville High School, Clarenville, NL	2002
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*Combination
Résumé*

Format

This type of résumé works well for most people.

JOSEPHINE MARTIN

P. O. Box 2020

Clareville, NL A0E 1J0

Telephone: (709) 466-2222

e-mail: jomart@hotmail.com

Job Objective: Position as Store Clerk or Head Clerk with Walgreens

SUMMARY OF QUALIFICATIONS

- 8 years experience in the grocery industry as Head Clerk and Cashier
- Excellent reputation with customers as a competent, knowledgeable and helpful employee
- Enjoy my work and consistently greet customers with a smile
- Honest, reliable and productive

RELEVANT SKILLS & EXPERIENCE

Customer Service

- Developed a reputation for excellent customer service by:
 - ▶ acknowledging the customer's presence and making eye contact

- ▶ greeting customers in a friendly manner, giving them full attention
- ▶ taking time to answer a question or find someone else who could
- Served as product expert on sophisticated items, directing customers to exotic spices and ingredients, ethnic foods, and unusual gourmet items
- Increased sales to the higher profit Natural Foods Department by advising customers on bulk alternatives to name-brand items

Administrative

- Balanced checker's cash drawer with continuously high level of accuracy
- As Office Cashier for one year performed the following administrative duties:
 - ▶ accurately balanced books and deposits
 - ▶ answered phones
 - ▶ prepared daily sales reports
 - ▶ made deposits
 - ▶ processed returned cheques
 - ▶ prepared monthly sales reports for headquarters

Josephine Martin

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Supervision

- As Head Clerk managed "front end" of the store"
 - ▶ prepared daily schedules for staff up to 18 clerks to assure maximum check stand coverage at all times
 - ▶ assigned staff to cover peak hours and continuous stocking
- Trained new clerks

EMPLOYMENT HISTORY

1996-present **HEAD CLERK**, Co-op Supermarket, Clarenville, NL

1995 **SALES CLERK**, Powells Supermarket, Carbonear, NL

1994 **CASHIER**, Foodland, Bonavista, NL

EDUCATION

1993 **HIGH SCHOOL DIPLOMA**, Discovery Collegiate, Bonavista, NL

OTHER TRAINING & CERTIFICATION

- Valid St. John's Ambulance Standard First Aid Certificate
- Microsoft Access Certificate, Keyin College (30 hours)

References Available Upon Request

Writing Cover Letters

PURPOSE OF A COVER LETTER

The cover letter asks for an interview. It is also your first introduction to the Employer. Sending just a résumé is not appropriate. Not sending a cover letter shows lack of initiative.

COMPONENTS OF A COVER LETTER

1. Return Address
2. Date
3. Inside Address
4. Salutation
5. Body
6. Closing
7. Enclosure

Return Address

Your return address should appear at the top margin without your name either to the

left, right or centre of the page depending on the letter style. As a rule avoid abbreviations in the address of your cover letter, although abbreviating the province is acceptable. Include your phone number here if it is not included in the last paragraph of the letter.

Date

The date appears below your return address, either to the left, right or the center of the page, depending on the style you are using. Write out the date; do not abbreviate.

Example: October 12, 2002.

Inside Address

Beneath the date, give the addressee's full name. On subsequent lines, give the person's title, the company's name and address. Occasionally, the person's full title or the company's name and address will be very long and can appear awkward on the usual number of lines. In this case, you can use an extra line.

Salutation

The salutation should be typed beneath the company's address and begin with Dear Mr. or Dear Ms. followed by the individual's last name and a colon. Often, a generally salutation may be necessary if the individual's name is unknown. In this case, Dear Sir or Dear Madame is appropriate.

Body

A simple format includes three standard paragraphs:

1st paragraph: Tells why you are writing the letter.

2nd paragraph: Explains why the employer should hire you. Indicate what you can contribute to the company and show how your qualifications can benefit them. If you are applying to a job ad, discuss how your skills relate to the job requirements. Don't talk about what you can't do!

3rd paragraph: Requests an interview and tells the employer how to contact you and a telephone number for messages.

Keep it brief. A longer letter may not be read.

Closing

The closing goes beneath the body of the letter. Keep it simply. You may sign it *Sincerely, Yours truly, Yours sincerely*. Type your name underneath, but leave a space in between to sign your name. Don't forget to sign your name!

Enclosure

An enclosure line is used primarily in formal or official correspondence; however it is not necessary to include it in a cover letter. If you are using an enclosure line and enclosing a résumé or other material with your letter, include the enclosure line at the bottom of the letter.

If there is only a single enclosure such as your résumé, the word "Enclosure" will suffice. If there are multiple documents enclosed, this can be indicated by the plural word "Enclosures".

The following is a letter responding to an advertisement.

7 Green Street
St. John's, NL A1B 4H0

June 21, 2002

Pat Cummings
Director of Public Relations
Incorp Corporation
St. John's, NL A1B 2Y0

Dear Ms. Cummings:

I would like to apply for the Customer Service Support position advertised in The Evening Telegram.

During the past several years at Fortmiller Incorporation, my experience has been in the areas of billing, credit, collection, and customer service. In my current position as Customer Service Supervisor, I maintain the efficiency and accuracy of complex billing systems. This position also requires generating detailed reports for management. My position has given me the opportunity to set policies and procedures, implement systems, and participate in staffing and training personnel. During my tenure, 55 percent of the entry-level staff I trained advanced to managerial positions within Fortmiller. I am confident of my ability to provide you with the experience and quality of performance you expect.

I would appreciate the opportunity to further discuss my qualifications for this position. You may reach me at my home telephone number 555-5555 or a message may be left at 555-5554. I look forward to hearing from you.

Sincerely,
Amy Smith
Amy Smith

Enclosure

The following is a networking letter responding to a tip from a friend.

7 Green Street
St. John's, NL A1B 4H0

June 21, 2002

Pat Cummings
Attorney at Law
Cummings and Jones' Law Firm
Pleasantville Avenue
St. John's, NL A1B 4H0

Dear Ms. Cummings:

Recently, Luke Hewett suggested I contact you concerning any assistance you might be able to provide with my job search. I am interested in joining an organization in a position that would use my legal, administrative, and managerial knowledge and expertise.

As indicated on my resume, my law-related background is extensive and varied. For twelve years, I have supervised records and staff activities within the registry of deeds. Unfortunately, I have reached the plateau of responsibility level within the structure of this position and now seeking to continue my career. I am especially interested in a legal administrative position, preferably with a private firm or corporation. I am willing to relocate or travel.

Should you know of any related openings or contacts to whom I should forward my resume, I would appreciate you contacting me at 555-5555. Other contact information is listed on the enclosed resume.

Thank you for your time.

Sincerely,

Amy Smith

Amy Smith

The following is a cold letter to a potential employer.

7 Green Street
St. John's, NL A1B 4H0

June 21, 2002

Pat Cummings
Personnel Director
Walberg's Corporation
Pleasantville Avenue
St. John's, NL A1B 4H0

Dear Ms. Cummings:

Given both my sales experience and my objective of a career in the advertising industry, I would like to explore options within sales at your corporation.

I have been involved in sales and customer service with a major U.S carrier for four years. I have learned the art, as well as the importance, of creating a strong rapport with clients and demonstrating outstanding customer service for successful sales. I have also learned unique approaches to problem-solving and how to deal with rejection with renewed optimism and good humor. In addition, I possess excellent written, communication and organizational skills.

I would certainly appreciate the opportunity to discuss how I can apply my skills and knowledge to benefit your corporation. I will call you next week to inquire about an interview.

Thank you for your time.

Sincerely,

Amy Smith

Amy Smith

Enclosure