

COMMUNICATION

Writing a cover letter

LEVEL

Intermediate (B1)

NUMBER

EN_B1_2073X

LANGUAGE

English

A close-up photograph of a person with long brown hair, wearing a dark green sweater, sitting at a wooden desk. They are holding an orange pencil and writing in a white spiral notebook. A silver laptop is open to the right of the notebook. In the background, a yellow smartphone and a green plant are visible. The image is partially obscured by a blue vertical bar on the left side of the slide.

Learning outcomes

- I can write a well-structured cover letter using a range of key phrases.
- I can use a variety of linking words for organising written information.



Warm-up

Read the **job advert** below and **answer the questions**.

Real-Express Home Solutions

We're seeking an experienced Customer Support Manager to join our team in Paris! The position will be full-time, with the option of remote work.

Job description

- **Respond** to queries from French-speaking customers via email and phone
- **Ensure** 100% customer satisfaction
- **Supervise** a team of customer support agents
- **Develop** strategies for efficient work processes within the team

What position is being advertised?

Where is the job located?

What type of person do you think would be good at this job?

Warm-up

Read the rest of the **job advert** below and **answer the questions**.

Requirements

- Fluent in French and English (native or C2 level)
- 2+ years experience in customer service
- Excellent communication skills and a team-player
- Passionate about providing a five-star customer experience
- Knowledge of home décor and furnishings a plus



*What does the ideal candidate **need** to have?*

*What skill would be **helpful** for the job, **but not necessary**?*

*Is this a job you would like to apply for?
Why or why not?*

Structuring a cover letter

Read these five elements of a cover letter. As you read the text on slides 6 and 7, can you identify each element?

- 1 **Address your letter to the hiring manager.** Try to find out their name if possible.
- 2 **Tell them why you are** writing, the title of the position, and where you saw the advert.
- 3 **List your skills and experience:** how do you meet the requirements for the position?
- 4 **Tell them how they can contact you.** Let them know you are waiting for their reply.
- 5 **Sign off** with a formal closing.



Reading (1)

Read this cover letter responding to the advert on slides 3 and 4.

Application for ... position

To: Lucien Arnaud <hiring@real-express.com>

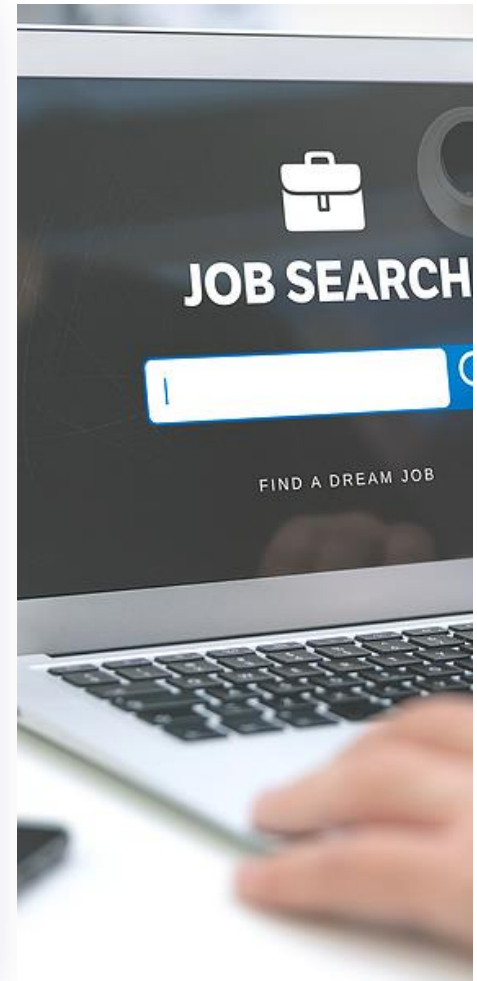
(1) Dear Lucien Arnaud,

(2) I'm writing to apply for the position of Customer Support Manager at Real Express Home Solutions, which was advertised on LinkedUp.com. Please find my CV attached.

(3) As someone who has worked in customer support for over four years, I believe I have the relevant skills and experience required for the job.

I am a native English speaker, with a Bachelor's in European Languages. I am fluent in French, as I have lived in Geneva since 2015. I also speak some German and Italian.

I have worked in the customer support department at a call centre for the past three years. During this time, I was promoted from Junior Call Centre Representative to Support Specialist, a role which involved managing a team of five people and communicating closely with the other departments in the company.



Reading (2)

Read the rest of John's cover letter.

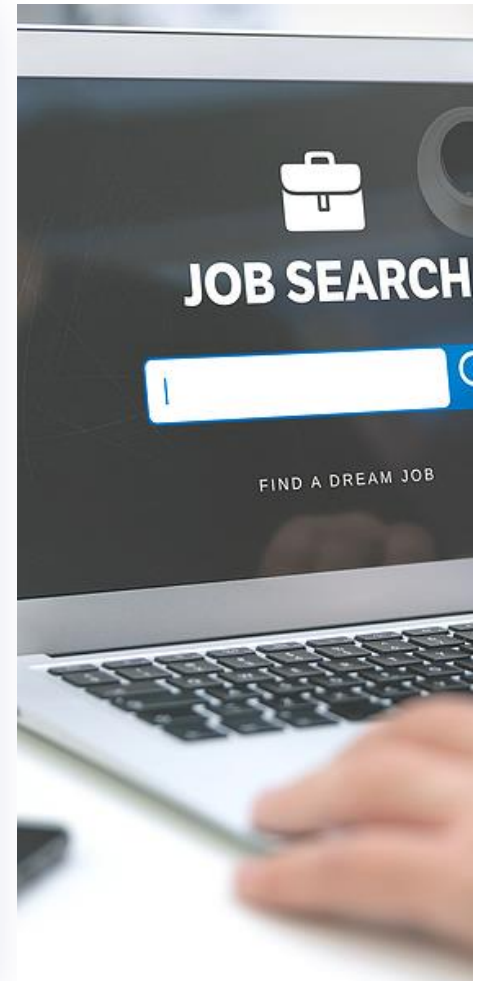
Application for ... position

To: Lucien Arnaud <hiring@real-express.com>

In addition to having a keen interest in architecture and home design, I love D.I.Y and have a blog where I regularly post updates about my latest projects.

(4) If you would like any further information, please don't hesitate to contact me. My phone number is 00229978465 and my email is j.cloud@remail.com. I look forward to hearing from you at your earliest convenience.

(5) Yours sincerely,
John Cloud





Reflect on the text

Discuss the questions below.

**Is John's cover letter formal or informal?
Give a reason for your answer.**



**Do you think John is a good match for the job?
Why or why not?**



Opening and closing phrases

Categorise the words and phrases from John's cover letter.

1

If you would like any further information, please don't hesitate to contact me

2

My phone number is 00229978465 and my email is j.cloud@remail.com.

3

I'm writing to apply for the position of Customer Support Manager at Real Express Home Solutions

4

I look forward to hearing from you at your earliest convenience.

5

Please find my CV attached.

Opening phrases

Closing phrases

Linking words for organising information

Read the **example sentences** from John's letter and **answer** the questions in the blue box.

I am fluent in French. I **also** speak some German and Italian.

During my time at the call centre, I was promoted...

In addition to having a keen interest in architecture, I love D.I.Y

- Which words or phrases are used for **adding information**?
- Which word is used to describe what you do **throughout a noun**?
- What happens to the **verb** that follows the phrase **in addition to**?





In addition to having a keen interest in architecture and home design, I love **D.I.Y**

Do you know what **D.I.Y** stands for?

What is your biggest passion? Do you also love **D.I.Y**?



Preparation for writing activity

On the next slide, you will write a cover letter in response to this advert.

As a group or in breakout rooms, read the advert and **discuss** the questions in the red box.

Tour guides wanted:

Utravel is seeking candidates for our international team of city guides...

Requirements:

Excellent English language skills (other languages a plus)

No previous experience necessary, just a passion for telling stories and a good knowledge of your home city!

You're friendly, fun and love working directly with people

You must be able to work flexible hours

1. What **job** is being advertised?
2. What does the ideal candidate **need** to have? What skills would be **helpful** for the job?
3. What experience or skills **do you have** that would make you a good match for the job?

Write a cover letter

Write a cover letter in response to the advertisement.

Use the phrases in the yellow box to help you. **Write** your cover letter in the group chat.

Tour guides wanted:

Utravel is seeking candidates for our international team of city guides...

Requirements:

- Excellent English language skills (other languages a plus)
- No previous experience necessary, just a passion for telling stories and a good knowledge of your home city!
- You're friendly, fun and love working directly with people
- You must be able to work flexible hours

Opening:

- I am writing to apply for the position of...

Body (skills and experience):

- I have worked/lived/been since...
- During (this time), I...
- In addition to... (verb *-ing*), I...
- I also...

Closing:

- If you require any further information, please don't hesitate to ask...
- I look forward to hearing from you at your earliest convenience...





End of the lesson

Idiom

a people person

Meaning: someone who is outgoing and loves working with people

Example: Leah is a real people person – she'd be a great tour guide.



Additional practice



Match the sentences

Match the **beginnings** and **endings** of these sentences that you might find in a cover letter.

1 I look forward to hearing...

2 I'm writing to apply for the position...

3 If you would like to know more about my work experience,...

4 Please find...

5 I'm a travel fanatic...

a my CV and certificates attached.

b please don't hesitate to contact me.

c of content manager with BeWise.

d and I have visited 100 countries so far.

e from you at your earliest convenience.



Cover letters

Choose two of the **questions** and discuss as a class.



Should a cover letter usually be more formal or more informal?

What is more important in your opinion, your CV or your cover letter?

Do you usually write about your hobbies and interests in your cover letter?

Have you ever applied for a job that you didn't have the right skills or experience for?



Multiple choice

1

In addition _____ working with students, I also work with lecturers and professors.

a. for

b. with

c. and

d. to

2

_____ a teacher, I work with a range of people from different backgrounds.

a. Be

b. As

c. For

d. Why

3

_____ my time in Mexico, I improved my Spanish.

a. As

b. While

c. During

d. In



Review the structure for a cover letter. Can you remember each part?

Write the 5 steps for structuring a cover letter that were outlined in the lesson.





Answer key

P.3: 1. Customer Support Manager 2. In Paris/remote

P.4: 1. Points 1-4 2. Point 5 (knowledge of home décor)

P.9: Opening phrases: 3, 5 Closing phrases: 1, 2, 4

P.10: 1. Adding information: also; in addition to (+ verb *-ing*) 2. Before a period of time: during 3. we add *-ing*

P.11: D.I.Y: Do it yourself

Additional practice:

P.17: 1. (e) 2. (c) 3. (b) 4. (a) 5. (d)

P.19: 1. (d) 2. (b) 3. (c)



Summary

Structuring a cover letter:

- 1. Address the hiring manager and 2. say why you are writing
- 3. List the relevant skills and experience
- 4. Provide contact details and 5. sign off

Opening phrases:

- *I am writing to apply for the position of...*
- *Please find my CV attached*

Closing phrases:

- *I look forward to hearing from you at your earliest convenience*
- *If you would like any further information, please don't hesitate to ask*

Linking words:

- *Also*
- *In addition to (+ verb -ing)*
- *During*



Vocabulary

As a (job title), I...

In addition to (+ verb -ing)

also

during

D.I.Y

requirements

