How to Write Complaint Letters

Aim:

This page describes the content, language and organization of letters of complaint

Introduction

Letters of complaint usually include the following stages:

1. Background
2. Problem - cause and effect
3. Solution
4. Warning (optional)
5. Closing

Background

This section describes the situation; e.g.

- I am writing to inform you that the goods we ordered from your company have not been supplied correctly.

Problem Cause:

- On 2 March 2016 we placed an order with your firm for 12,000 ultra super long-life batteries. The consignment arrived yesterday but contained only 1,200 batteries.

Effect:

- This error put our firm in a difficult position, This caused us considerable inconvenience.

Solution

- I am writing to ask you to please make up the shortfall immediately and to ensure that such errors do not happen again.

Warning (optional)

- Otherwise, we may have to look elsewhere for our supplies.
- I'm afraid that if these conditions are not met, we may be forced to take legal action.

Closing

- I look forward to receiving your explanation of these matters.
- I look forward to receiving your payment.
- I look forward to hearing from you shortly.

Politeness
The tone of complaint letters should not be aggressive or insulting, as this would annoy the reader and not encourage them to solve the problem. In addition, questions such as 'Why can't you get this right?' should not be included.

Content

- The content should contain enough details so that the receiver does not have to write back requesting more.
- Legal action is not normally threatened in the first letter of complaint, unless the situation is very serious.

LETTER OF PERMISSION:

For a permission letter to be effective it must communicate directly and to-the-point. Since the permission letters serves a very specific purpose, there's no reason to overcomplicate the writing process. Writing a successful permission letter comes down to

a) concisely addressing the relevant issue, and

b) including necessary details in a tactful manner.

Key Differences Between a Job Application and a Resume

For those clients who have not had to conduct a job search for awhile, they may not be familiar with the true differences between a job application and a resume. I have been asked, “Why should I send a resume if I will have to fill out a job application?” Or, sometimes clients assume that a job application and a resume detail the exact same information. They don’t contain the same information; in fact, a resume is your chance to shine.

Here are some differences between a job application and a resume:

Job Application	Resume and Cover Letter
Standardized with fairly simple information	Everyone is unique; this is your chance to showcase your skills
Serves more as a listing with little explanation	Can change your resume depending upon the job
Legal information such as name, social security number, etc.	Provides more detail about job experience and qualifications
Serves as a way to compare everyone in the same light	Can be presented in a more professional matter
Typically filled out on-site	Is sent to the potential employer

And, even if you do send a resume to a potential employer, you may still have to complete a job application. This is typically an important part of the job search process because the employer wants a standardized way to compare everyone. However, don’t skip the resume because you assume the job application is “enough.”

Putting together an accurate, eye-catching, and memorable resume is truly the way to get noticed by that prospective employer. While the job application is a neat, orderly way to gather information, the resume gives you the opportunity to truly shine.

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Letter of Interest(Enquiry letter) Sample

During the course of your job search, you may want to inquire about a job at a company you would like to work for, but that does not have an appropriate job posting at the time. In this case, you will want to send a letter of interest, expressing your desire to meet with a hiring manager about what opportunities might be available to you.

In your letter of interest, you should include the type of job you are seeking, and how your skills and experience make you an excellent candidate. You should also include the reasons you feel you would be a great fit for the company, and any pertinent references or recommendations you may have. It is helpful if you know, or can find, the name of a specific individual in the hiring department, or a manager in the department that interests you, to give your letter the best chance at being seen.

Letter of Interest Example
Your Name
Your Address
Your City, State Zip Code
Your Phone Number
Your Email

Date

Name
Job Title
Company
Street
City, State Zip

Dear Mr./Ms. Last Name,

The American Company has been recognized as one of the best places to work in the country for IT professionals. You have deliberately set out to create this culture, and it shows! It is my understanding that you have been deluged with resumes since Computer land released their list of the best companies at which to work.

Mine is one more, but I do have some experience that is hard to come by, and sets me apart from my peers.

My IT experience gives me a unique ability to apply technology, in all its forms, to business processes. Some of the my business process knowledge includes accounting, finance, facilities, inventory control, budgeting, vendor management and various operational processes.

I would appreciate an opportunity to talk with you or someone in your organization to see where my skill set would be of the greatest benefit to your company.

Sincerely,

Your Signature *(hard copy letter)*

Your Typed Name

Letter Of Regret: **a letter that tells someone a piece of bad news such as the fact that they have failed to get a job, etc.**

A job **rejection letter** informs interviewed but unsuccessful job candidates of your decision.
A well-written job rejection letter will help you to manage candidates respectfully and receive timely and accurate feedback.
Remember to maintain goodwill with all applicants—everyone is a potential source of referral.

Sample Letter:

Dear **…………*(name)*,**

Thank you for taking the time to speak to us about the position, **(*job title*).**

We regret to inform you that ***(organization)*** will not be pursuing your candidacy for this position. Though your qualifications are impressive, the selection process was highly competitive and we have decided to move forward with a candidate whose qualifications better meet our needs at this time. We thank you for your interest in ***(organization)*** and wish you all the best in your future endeavors'.

Regards,

Signature ………(Name)
………………………(Designation)

APOLOGY LETTER:

An **apology letter** is a way of expressing regret towards a past action or occurrence. It is a means of putting down in words how you are feeling and trying to make a positive change from a negative action..

How to write a business apology letter:

Use a proper font
Type this apology letter on your computer using a good font,and print it on good-quality, bright-white paper.

Use a formal business letter format
such as full block or semi-block.

Offer your apology in the beginning of the letter
Clearly state the problem: “Please accept my apology for being unable to give you a definitive answer at this time...” or “We apologize for whatever inconvenience this may cause you, but...”

Give some explanation for what happened
“Our committee has not yet completed its investigation into...” or “In order to err on the side of caution, this toy has been recalled by the manufacturer...”

Focus on what actions you are taking to rectify the problem
“We are happy to offer you a full refund...” or “We will be happy to notify you as soon as we receive the information you requested...”

Hand-sign the apology letter with a black pen.

Remember: Say you are sorry as soon as wisdom dictates!
You will find that an apology letter will not only help save your friendships and your business associates, it can also dissolve a small problem and keep it from snowballing into a big one!

Always be honest and ethical
I know that it pays to always choose the right. Be honest in all your business and personal dealings. Decide to always tell the truth. If you go the extra mile to be ethical, your business will improve and you will feel much better about yourself.

How to write a personal apology letter:

Handwrite this apology letter carefully; don't type it on a computer.
We invite you to use our free stationery templates.

Express your apology in the beginning of your letter:
"I am so sorry..." or "I want to apologize..."

State exactly what you did wrong early in the apology letter:
"I shouldn't have lost my temper when..." or "I have looked all over, but I'm afraid I have lost your book..."

Accept responsibility for what you did and don't blame the other person:
"I accept full responsibility for what happened..." or "I know this was completely my fault..."

Promise in your apology letter not to repeat your offensive action
Ask the injured party to give you an opportunity to prove this to them.

Suggest that the two of you get together
Meet at a restaurant or some other nonthreatening place so that you can apologize in person and begin to rebuild your relationship.

Apology Letter Tips

- Writing an apology letter shortly after the offense can usually help save a relationship before a wound becomes a scar and the damage becomes irreparable.
- You can usually find forgiveness and understanding if you freely acknowledge what you did wrong and express sincere regret in your apology letter.
- Depending on the situation, if you offer the injured party the appropriate material restitution for whatever loss they incurred because of you, this will also help to repair your relationship.
- You can help to rebuild your credulity in your apology letter if you promise not to repeat the offense and assure the injured party that they will see a definite change in your behavior.
- You can use your apology letter to assure the injured party that you truly value their friendship and do not want to lose it.
- Just writing an apology letter shows the injured party that you realize you were wrong and that you value the relationship.
- You may find that if you freely apologize and accept responsibility for what you did, the injured party may also accept some responsibility for the problem and apologize to you in return.

- **Be careful!** Use wisdom in deciding when to write your personal apology letter. What does your experience with the injured party tell you? Should you write the apology letter immediately or should you wait and give him/her a brief cooling-off period?

SYNOPSIS WRITING

INTRODUCTION

THIS IS THE FIRST STEP!

- *There is no specific format for this but by following this guide you should ensure that the main aspects of a research proposal are covered.*
- *In preparing your synopsis, you should restrict the size of your research area in line with the length of dissertation required by the university.*
- *Brief, Precise but adequate!*

CHOICE OF RESEARCH TOPIC(THE "WHAT")

APPROACH:

Approach Choosing a research topic or title (i.e., getting started) is perhaps the most difficult part of writing a synopsis.

Framing the Title Your title should summarize your topic and should not be a ramble over what you think, illuminated by snippets of what you have read.

REASON(S) FOR CARRYING OUT RESEARCH (The "Why“) AIMS&OBJECTIVES

- Your synopsis should explain why the selected topic is worthy of further exploration.
- It should also demonstrate that you appreciate the main areas of debate around the topic and show how your proposed research would contribute to/further that debate.
- The Aims are supposed to convey exactly : The “Why” * in precise fashion.
- To be written in order of importance!

REASON(S) FOR CARRYING OUT RESEARCH (The "Why“) INTRODUCTION

- 150 to 175 words.
- Background information
- What work (if any)already exists in this area? What are its strengths and deficiencies.
- How would further work advance our knowledge of the wider area of study?
- Is an entirely new area of study being opened up? - Why is this important?
- Numbering of References, if any should start from here.

MATERIALS & METHODS

Declaration: IEC Approval will be taken

(International Electro technical Commission)

Type of Consent: informed, routine, and such.

Inclusion Criteria

Methods of Randomization:

Materials required

MATERIALS & METHODS

- Method of Randomization: The mode which is going to be used for this!
- How the groups are going to be formed.
- If any Blinding is involved.
- What variable is going to be differentiating the groups.

METHODOLOGY “The How”

State the main "planks”(ideas, points)of your thinking or proposed arguments and outline how you intend to put them together.

SYNOPSIS:DEFINITION

Brief condensation, outline, or summary of the main points of an articles, book, or plan. Unlike an abstract, a synopsis maintains the point by point sequence of the salient ideas.

5 Tips on How to Write a Synopsis

Before sending your book proposal out to potential literary agents, here are some suggested elements you should include while writing a synopsis:

- **Narrative Arc**. A synopsis conveys the narrative arc, an explanation of the problem or plot, the characters, and how the book or novel ends. It ensures character actions and motivations are realistic and make sense. It summarizes what happens and who changes from beginning to end of the story. It gives agents a good and reliable preview of your writing skills.
- **Active Voice**. Agents look for good writing skills. Let yours shine in your synopsis by using active voice and third person.
- **Unique Point of View**. An agent is usually looking for an idea of fresh or unique elements. Is your plot cliche or predictable? Have elements that set your story apart from other things they have seen.
- **Story Advancement**. A synopsis should include the characters' feelings and emotions. Use these elements to advance your plot and story.
- **Write Clearly**. Focus on clarity in your writing and avoid wordiness. Remember, less ordeis more.

What to Avoid When Writing a Synopsis

While there is no universal standard for the length of a book or novel synopsis, agents usually favor one to two pages, single-spaced. Sometimes an agent might ask for a chapter outline instead, which is a synopsis of each chapter. Here are some tips on what to avoid when writing a synopsis:

- **Mentioning too many characters or events**.
- **Including too much detail about plot twists and turns.** You don't want to tell the entire story. What you want to do is write a book summary with enough detail about the plot to intrigue the reader or agent.

- **Unnecessary detail, description, or explanation.** Make each word in your synopsis count.
- **Editorializing your novel or book**. Don't use "…in a flashback," or "…in a poignant scene." If you have a confusing series of events and character interactions, not only will your reader be confused, but a potential agent will be too.
- **Writing back cover copy instead of a synopsis**. Don't go astray and write a hook to intrigue a reader to buy a book or an agent to request a manuscript. Focus on summarizing your novel or book.

How to Write A Novel Synopsis (with example)

What is a synopsis?

- A synopsis is simply a clear, factual summary of your novel's storyline.
- A synopsis is typically 500-800 words. Unless an agent specifically requires a much longer synopsis, your summary should not run to more than 1000 words
- A synopsis does **not** have to fit on a single page.
- A synopsis is not the same as a blurb for the back of a book and the text should not be 'salesy'.

How to write a perfect synopsis

A perfect synopsis has the following ingredients:

- **Length:** 500-800 words
- **Main purpose**: Summarise your plot
- **Secondary purpose:** Make it clear what Unique Selling Point your book has
- **Language**: Be businesslike: clear, to the point, neutral.
- **Presentation**: Be well-presented: no typos or spelling mistakes. Normal font size, normal margins. Line spacing no narrower than 1.5
- **Character names**. It helps if you put the names of main characters in **bold** or CAPS when you first introduce them. That way, if an agent has forgotten who Carlotta is, it's easy for them to skim back and jog their memory. (Remember that agents are reading a lot of these things, so they have about a million character names in their heads at any one time.)
- **Extra points**. It's certainly not essential, but if you have a really compelling way to 'sell' your story in 2-3 lines maximum, then you could insert that little snippet up at the top of your synopsis as a way of reminding agents why they're interested in this MS in the first place. For example, a certain Ms Rowling might have opened her

synopsis with, "Harry Potter, an orphan, thinks he is an ordinary boy when an owl brings him a letter inviting him to attend wizard school." That's not strictly speaking synopsis material, but it does instantly emphasise the book's appeal.

- **And remember: Tell the story**: your job is not to sell the book, write dust jacket blurb, or anything else. Just say what happens in the story. That's all you need to do.

And luckily there are things you don't need to do:

- **Go into great detail about setting**. If you were writing a synopsis for a Jane Austen novel for example, you might simply say "This novel is set in a small village in Regency England."
- **Go into vast detail about character** - a few quick strokes are all that you need. For example you might say: "Bridget Jones - a ditzy, mildly boozy twenty-something - ..."
- **Be scrupulous about plot detail**. It's fine to skip over subplots or ignore some of the finer detail of how X accomplishes Y. The truth is, you won't have time to include those things in a 700 word summary anyway. Agents know that the synopsis is at best an approximation of the story so you don't need to have a troubled consicence.
- **You also don't have to give away your very final plot twist** - though you should make it clear that there is one. For example, you could write, "When Olivia finally catches up with Jack at the abandoned lighthouse, he tells her the real secret of his disappearance - and their final bloody reckoning ensues." Mostly though, a synopsis is the ultimate plot spoiler, and your job is just to spill the beans whether you like it or not.

TECHNICAL PAPER WRITING:

A **technical** report (also: scientific report) is a document that describes the process, progress, or results of **technical** or scientific research or the state of a **technical** or scientific research problem. It might also include recommendations and conclusions of the research.

The Importance of Technical Paper Writing

Writing a technical paper for submission to a Symposium can be a difficult task, especially if you are not accustomed to doing this sort of writing. Furthermore, after writing the paper, you naturally want to have it accepted! There are two important things to understand when submitting a paper for acceptance at a conference, (1) technical content, and (2) how well the author expresses his/her ideas in a clear manner.

Introduction

Whether experienced at writing papers or just beginning, it is always useful to have your memory refreshed on what constitutes a successful technical paper. Clearly, a successful paper is one that is accepted into a technical publication and then is read and referenced by others. To achieve this end, it must first be determined that a particular body of work is unique and valuable to others. Second, the paper must be well written and follow the style guide of the chosen publication. This article covers the basics of paper acceptance, and reviews many of the writing pitfalls made by both veteran and beginner authors alike.

Key Parts of a Technical Paper

The Writing Overview

Once the requirements for the paper have been reviewed and the work has been completed and researched for technical value, the writing may begin. Writing a technical paper, especially for an international audience, can be a daunting task. Not only can the English language be a problem, but many scientists and engineers never learned how to write a formal technical paper. There are a few good instruction guides on line, [1] and [2], if a tutorial is needed; however, the highlights of technical paper writing and a few notes on many of the common errors are given in this article.

A technical paper is not an English paper. It is also not a science lab report. The layout of a formal technical paper typically consists of the following key elements: Abstract, Introduction, Work Done, Results & Discussion, Conclusion, and References. The Abstract and Introduction are standard with their titles and content. The meat of the paper is contained in the middle sections, Work Done, Results, and Discussion, and the labeling or titles for these sections vary depending on the topic. The final two sections, Conclusion and References, are also relatively standard with their titling and content. Sometimes an Acknowledgements section is inserted between the Conclusions and References.

Working drafts often begin with the Work Done, Results, and Discussion sections. The Introduction and Conclusion sections can be started a bit later, to aid in binding the flow of the paper together. Make certain that any goals and objectives stated in the Introduction are addressed in the Conclusions. Oddly enough, the Abstract should be written last. It is only after the introduction and conclusions have been written that there will be clarity in how to phrase this special, brief summary of the paper.

Abstract

The Abstract is the most important part of a technical paper, and perhaps one of the most misunderstood parts. Everyone reads them, and they are essentially the “selling point” for the paper. Even experienced authors lose sight of the purpose of an abstract and how it should be written. The key thing to remember about an abstract is that it should be a stand-alone mini-summary of the paper. Abstracts are typically extracted from each paper and published separately in an abstract listing, for readers to browse when deciding which papers they want to read in full or attend for the actual presentation of the paper. For this reason, it is especially important to spend detailed writing time on the abstract to get it precise.

The Abstract should be clear and concise, a single paragraph, typically 200 words maximum. It should include the purpose, a brief description of the work, and the pertinent results or conclusions. The English should be impeccable, especially if an international audience is expected. A special effort had to be made at the 2007 IEEE International Symposium on EMC, for example, where the EMC Society celebrated its 50 year anniversary, to grammatically edit a large majority of the extracted abstracts so that they could be clearly understood by the wide set of international attendees.

The most common mistake made is to treat the abstract as a brief introduction to the paper. The author mistakenly believes that this is where the reader’s attention must be caught with eye grabbing phrases, and then leaves them with a cliff hanger to hope they will read on. The reality is that the abstract loses its conciseness and the crucial results/conclusions synopsis is left out. Other points to note include:

- Using too many words can cause readers to skim and possibly miss important points.
- Leaving out the summary results or conclusions can cause readers to lose interest.
- Using acronyms should only be done if used again within the abstract.
- Making a reference with a footnote is never allowed.
- Making a reference with a citation at the end of the paper is never allowed.
- Make certain the English is perfect.
- Avoid background information; that is for the Introduction.

If these guidelines are followed, then your abstract will become a perfect selling point for your paper.

Introduction

The Introduction is the true start of the paper. Do not make the mistake of thinking that the Abstract is a sort of first paragraph; it is totally separate. The Introduction does just that – it introduces the reader to the work.

A typical Introduction includes four paragraphs. The first paragraph is the place for those wordy, eye catching phrases giving the reasons for and importance of the work, and why someone would want to read the paper. The second and third paragraphs contain a brief description of the background to the problem and the connection of the present work to the background. The final paragraph includes a clear statement of the purpose or goal of the work; it is an expansion from the Abstract. This will lead the readers smoothly into the start of the actual work of paper.

One error that is frequently found in paper submittals is that little, if any, research was done by the authors to determine that the work is indeed new and original. No matter how well written the paper is, it will be rejected if it is not original. - Researching the subject matter is a good fundamental engineering practice. Why would you want to spend time doing the work and writing it up if the answer is already known? This vital step can save a great deal of wasted effort.

The Main Body

This is the main part, or “meat” of the paper, and includes the work done, results, analysis, and discussion sections. The exact layout and section titles will vary depending on the topic.

A description of the work and methods used, i.e. how the work was performed, should be given in the first section. A mistake sometimes made is to list the equipment used, as if it were a lab report. If a description of any of the equipment used is necessary in understanding the work, then it is acceptable to describe that key equipment.

Next, the results should be given and analyzed. The results section is sometimes separated from the discussion section, but usually they are combined. Tables, graphs, and diagrams should be used to help visualize and explain the results and analysis. Each table and figure needs a written explanation; do not assume the reader can understand it on their own. What may be obvious to the authors may not always be obvious to others.

Frequent problems are found with tables and figures when they are shrunk down to fit in a two column format. Please, use the sizes and formatting as defined in [3] or [4]. Using anything different makes the paper harder to read and follow, and causes it to look unprofessional. If the details of the figure cannot be seen when shrunk down, then consider breaking it into multiple figures. Pay attention to any labels or wording in figures that get reduced; these must be 8 to 12 point type after reduction. Also, it is important to make sure the curves in multiple curve plots are distinguishable. Even though the use of color is now acceptable, solid fill colors are preferred as they contrast well both on screen and on a black-and-white hardcopy.

Discussing the results is also important, but leave the conclusions for the Conclusion section. The objective here is to provide an interpretation of your results and a description of any significant findings. This will logically lead readers into the Conclusion section.

Conclusion

This is a place many authors get stuck. They have written up their work and described, analyzed, and discussed their results. What more can be said without repeating everything in the summing up? This is the time for the author to sit back and think about how their work relates to the big picture.

The author should review their original stated purpose, the results, and discussions. Perhaps there is more that can be done to further the work. With these thoughts fresh on the mind, the conclusion can then be written such that it is not simply a “we did this, this, and that”, but rather a concise summing up, or review, followed by a brief discussion on how your findings relate to the big picture. A discussion of any recommendations for further work is also a fine addition, if relevant.

Acknowledgements & References

Sometimes an Acknowledgement section is inserted just before the Reference section. This is especially important if funding has been received from a special source for the work and research that was performed. Co-workers who assisted in the work but were not involved in the final writing may also be listed here.

And Finally:

Proofread! Once the final draft of the paper is finished, do not forget to leave time for the review, both technical and grammatical. Incomplete sentences, redundant phrases, misspellings, and grammatical errors are unprofessional. Waiting a day or two before reviewing helps to provide a fresh approach, and more mistakes can be found. Another good way to catch errors is to give the paper to somebody else to read. The more people who review it, the more comments will be received, creating opportunities to improve the paper. If English is not your native language, it would help if one of the reviewers is a native English speaker, or have a trained technical editor proofread your paper. It may be that your heavily accented English is passable to a native English speaker, but can other non-native English speakers also understand? I heard a story about how one native English speaker had to act as an interpreter between two others speaking their own accented versions of the English language! It will increase your chances for success if the grammar is correct.

Writing an effective paper is time consuming, but is worth the effort when it is finally published and others can read and reference your work in their own research. Know and follow the criteria for the particular publication to which you are submitting, and make sure that all the components of a good technical paper are included in the next one you write.

Acknowledgement

I would like to thank Mr./Mrs……, who has reviewed technical papers for many years for the IEEE International Symposium on EMC, for his input on what reviewers look for in Symposium and Transactions papers.

References

THE NUMBER ONE PURPOSE OF A RESUME

The resume is a tool with one specific purpose: to win an interview. If it does what the fantasy resume did, it works. If it doesn't, it isn't an effective resume. A resume is an advertisement, nothing more, nothing less.

A great resume doesn't just tell them what you have done but makes the same assertion that all good ads do: **If you buy this product, you will get these specific, direct benefits. It presents you in the best light.** It convinces the employer that you have what it takes to be successful in this new position or career.

It is so pleasing to the eye that the reader is enticed to pick it up and read it. It "whets the appetite," stimulates interest in meeting you and learning more about you. It inspires the prospective employer to pick up the phone and ask you to come in for an interview.

OTHER POSSIBLE REASONS TO HAVE A RESUME

- To pass the employer's screening process (requisite educational level, number years' experience, etc.), to give basic facts which might favorably influence the employer (companies worked for, political affiliations, racial minority, etc.). To provide contact information: an up-to-date address and a telephone number (a telephone number which will always be answered during business hours).
- To establish you as a professional person with high standards and excellent writing skills, based on the fact that the resume is so well done (clear, well-organized, well-written, well-designed, of the highest professional grades of printing and paper). For persons in the art, advertising, marketing, or writing professions, the resume can serve as a sample of their skills.
- To have something to give to potential employers, your job-hunting contacts and professional references, to provide background information, to give out in "informational interviews" with the request for a critique (a concrete creative way to cultivate the support of this new person), to send a contact as an excuse for follow-up contact, and to keep in your briefcase to give to people you meet casually – as another form of "business card."
- To use as a covering piece or addendum to another form of job application, as part of a grant or contract proposal, as an accompaniment to graduate school or other application.
- To put in an employer's personnel files.
- To help you clarify your direction, qualifications, and strengths, boost your confidence, or to start the process of commiting to a job or career change.

WHAT IT ISN'T

It is a mistake to think of your resume as a history of your past, as a personal statement or as some sort of self expression. Sure, most of the content of any resume is focused on your job history. But write from the intention to create interest, to persuade the employer to call you. If you write with that goal, your final product will be very different than if you write to inform or catalog your job history.

Most people write a resume because everyone knows that you have to have one to get a job. They write their resume grudgingly, to fulfill this obligation. Writing the resume is only slightly above filling out income tax forms in the hierarchy of worldly delights. If you realize that a great resume can be your ticket to getting exactly the job you want, you may be able to muster some genuine enthusiasm for creating a real masterpiece, rather than the feeble products most people turn out.

WHAT IF I'M NOT SURE OF MY JOB TARGET?

If you are hunting for a job but are not sure you are on a career path that is perfect for you, you are probably going to wind up doing something that doesn't fit you very well, that you are not going to find fulfilling, and that you will most likely leave within five years. Doesn't sound like much of a life to me. How about you? Are you willing to keep putting up with pinning your fate on the random turnings of the wheel?

Resume Writing Tips

First, to address the frequently asked question "Can I deduct the cost of professional resume writing services on my income taxes", please check our FAQs at: Can I deduct resume services on my taxes?

With that out of the way, lets move onto the free resume writing tips. To start your resume, begin by determining your objectives (do this prior to writing the resume). Clearly state what sort of a job you want and know what skill-set and experience is needed to do well in that job. After your objectives are determined, prioritize the content of your resume to suit those objectives. You have a small window of time to get the interest of a hiring manager so brevity and focus is essential. A lengthy resume does not translate to higher qualification.

Now let's begin the resume writing process. While your resume is essentially a marketing tool, it shouldn't read like marketing. Avoid over-use of industry jargon. Be factual, concise and state compelling results. You don't need to go into detail about every accomplishment in your resume but companies are looking for more than just training and education today… they are looking for a proven track record.

Remember: the interview is the place to elaborate on your accomplishments and evaluate work-style cultural cues. Not the resume.

1.) Use Bulleted Sentences

Use bullets with short sentences to structure the body of your resume. The main selling points of your resume should be clear and quick to scan. Again, don't worry about the specifics; you will go into the details during the interview. Should you begin your resume with a resume objective statement? Check out our example of a resume objective statement for more information.

2.) Use Action Words

Use action words like prepared, managed, developed, championed, monitored, and presented will cause your resume to stand out. Avoid using the same verb over an over. We've compiled a list of action words, take a look at them: resume verb and keyword examples. If your resume is scanned electronically, the computer will pick up on the words. Some companies now scan in your resume and have computers pull those that meet certain criteria. The computers are looking for one thing – the keywords that have been picked by the hiring manager. These are action keywords that relate to the position so not including them or using shortened acronyms could mean your resume is disregarded as a "non-match". Want to read more? Review our blog post on how to beat resume scanners.

3.) Use %'s, $'s and #'s

You should always use %'s, $'s and #'s. Dollar totals, numbers, and percentages stand out in the body of a resume. Below are two examples of a job duty described with them (good) and without (bad). As you can see by the examples, being specific does not mean being lengthy.

Example 1

Bad: Account manager for advertising agency

Good: Managed 15 strategic accounts billing in excess of $15MM annually

Example 2

Bad: Sold widgets to clients located in the Midwest

Good: Increased sales by 17% in a 5-state territory

4.) Highlight your strengths

Highlight your strengths, and what is most relevant to the potential employer. In-coming resumes are typically reviewed in 10-30 seconds, so put forth the effort and determine which bullets most strongly support your job search objective. Put the strongest and most relevant points first where they are more apt to be read. This is your hook for the reader and the rest of your resume reels them in.

5.) Match the need they have

Match the need they have – Review job postings online and in the newspapers for positions that interest you. Each position will usually have a brief blurb about the company and the position available. Use the keywords listed in these ads, and match them to the bullet points in your resume. Chances are that you have some of these as key points already, however if you have missed any, add them to your resume. Using a custom resume instead of a generic one will greatly increase your chances of an interview, as you will be a better match in the eyes of the reader.

6.) Be positive

Above all in your resume and interview – you must be positive. Leave out negatives and irrelevant points. If you feel your graduation date will subject you to age discrimination, leave it out of your resume. If you do some duties in your current job that don't support your job search objective, don't include them. Focus on the duties that do support your objective, and leave off irrelevant personal information like your race, weight, and height.

7.) White space is important

Ad Design 101 – White space is important. Open up the newspaper, and take note of which ads first catch your attention. Are they the ads that are jammed full of text or are they ads that have a large amount of unused space ("white space"). This is done to grab your attention, as readers are always attracted to open areas. So don't worry if you are having a hard time filling the page with text; consider increasing leading or kerning to align text to fit the page layout.

8.) Formatting Guidelines

How long should my resume be? What size font should I use? – The font size should be no smaller than 10 point, standard serif or sans serif fonts. Don't use intricate fonts that are hard to read. Keeping your fonts standard will help combat conversion issues from PC to MAC and from one program version to another. The length of your resume should be 1-2 pages. Yes, you read correctly; you can use more than one page. But remember, keep it concise. It's ok to use two pages for your resume, however it is not necessary. If you're not sure which resume format to use, view our tips on Chronological Resume Formatting, Functional Resume Formatting and Combination Resume Formatting (AKA: Hybrid resume formatting or Chrono-Functional resume formatting).

9.) Get 3rd Party Advice

Ask a friend, and get an outside opinion on your resume before sending it off. – Have a friend orresume review service review your resume. Since you are so close to your situation, it can be difficult for you to note all your high points and clearly convey all your accomplishments. Having someone subjectively review your resume can give you insight into how others will view your personal marketing materials – would your resume impress them? If not, why? Don't settle for – "it's good", and encourage them to ask questions. The questions of the reader can help you to discover items you inadvertently left off your resume. Take their comments into consideration, and revise your resume accordingly. In addition to adding in missed items, their questions can also point to items on your resume that are confusing to the reader.

10.) Start Applying

OK, you're ready! Apply for jobs that appear to be above your qualifications, apply to positions that are a match, and apply to positions which may be below your level. Why? Perhaps the position below will turn out to be more than it appeared once you interview for them. Or perhaps once you have your foot in the door you can learn of other opportunities. If nothing else, interviewing more and more will increase your interviewing skills. Like anything else, repetition will decrease your nervousness, and increase your skills at attacking tough questions.

Top 50 Business Email Etiquette Rules

If you use a smart email client, business email etiquette can help you build healthy business communications, eliminate email overload and boost your email productivity. See below the most complete list of business email etiquette rules.

Make it easy to read and understand your message

1. Use complete sentences, not random unfinished thoughts.
2. Include all necessary details in your message to help your reader get the point.
3. Do not use slang, specific terms or acronyms which are not widely used. Otherwise your recipient might have problems understanding you.
4. Make your message brief and to the point. Concentrate on the subject matter.
5. You can choose to quote questions before answering them. Do not overuse quoting all original text however, as a ton of '>>>>' clutters the message and prevents it from looking neat. Edit out unnecessary information from the message you are responding to.

Use proper grammar, spelling and punctuation

6. Use a proper sentence structure in your email messages.
7. Spell the name of the recipient correctly.
8. Do not type your message in ALL CAPITAL LETTERS - this is considered shouting according to email etiquette rules. Besides, the ALL CAPS text is difficult to read.
9. Do not type your email in all small case either - this gives the perception of a lack of education.
10. Avoid using informal words like "coz", "ain't", "gotta", etc. This can make you sound uneducated.

Be careful with styling and formatting

11. Refrain from using fancy fonts and multiple font colors. A business email is supposed to look formal and restrained.
12. Do not use patterned backgrounds; they will make your message harder to read.
13. Use formatting like italics or bold fonts sparingly. Rely on words, not formatting, as your email may not look as intended in a recipient's email client.
14. Refrain from using too many embedded images in your message; otherwise some spam filters may regard your email as spam.
15. Use plain text over HTML when in doubt.

Use a neutral tone of communication

16. Refrain from getting too informal before you get to know the recipient better.
17. Avoid using multiple instances of an exclamation mark (!!!) or a question mark (???).
18. Avoid using emoticons in business emails; this may look unprofessional. You should only use them (sparingly) when you've reached a familiar level of communication with your recipient.
19. Don't use sarcasm or irony; they can be misinterpreted easily.
20. Chill out before sending a nasty reply to a nasty email. A rude reply can make the things even worse.

Be thoughtful and polite

21. Start every email with a greeting. Make sure to use an appropriate salutation.
22. Never forget to include a closing phrase at the end of the message, e.g. Best regards, Sincerely, or Thank you.
23. Don't hesitate to thank your recipient in case they were of help.
24. Do not forward email messages without your personal comment or a short personal note; otherwise this may sound impolite.
25. Do not send business attachments after business hours when they will likely be using a smartphone or other personal device to read your email.

Take advantage of signatures, email templates and auto-replies

26. Use an email signature with your contact details. This will give your recipient more options to continue communication.
27. Using an automated signature will save the time spent on typing a salutation, name and contact details.
28. Use the auto-reply feature when on vacation.
29. Use email templates or standard responses to save time when replying to frequently asked questions. Make sure to edit the template text before sending to make it sound more personal.
30. If you have no time to reply to an important message right away, send a short notification email stating when you'll be able to attend to the request.

Check it twice before you send

31. Check your email before sending to see if you wanted to send an attachment but forgot to include it. Ask for permission before sending huge attachments.
32. Make sure the Subject field in not empty. The subject line should reflect the main idea of the message.
33. Make sure the address or addresses in the To: field are those you wish to send your message to.
34. Spell-check your message before sending: a message with typos can be treated as unserious or even be ignored.
35. Before clicking Send, reread your email to make sure it is not emotionally charged or impolite.

Don't harm your recipient

36. Don't overuse the CC: feature. This can clutter the Inboxes of those you've contacted and expose their email addresses to each other which might cause a privacy infringement problem.
37. When forwarding or replying to an email message with multiple recipients noted in the To: or Cc: fields, remove the addresses of those to whom your reply does not apply.
38. Do not use the "Reply to All" option for no special reason. Configure your email client to use the "Reply" option by default, not "Reply to All".
39. Do not broadcast product or service information emails to those who didn't subscribe to your mailings.
40. Make sure to provide an UNSUBSCRIBE option if you send an opt-in newsletter.

Abide by laws and regulations regarding email

41. Follow your company's emailing rules and policies.
42. Do not use your corporate email account for private communications.
43. Do not forward corporate emails to anybody besides your company employees, clients, partners or company service providers.

44. Do not use an internal corporate mailing list for personal announcements unless you have been permitted to do so.
45. Before sending bulk mail to a list of foreign recipients, make sure to learn what you can and cannot send to the recipients in that specific country.

Manage your emails efficiently

46. Use an email client to track all emails in one place and be able to attend to them in a timely manner.
47. Respond to emails within 24 hours of a business day.
48. Before accusing someone of ignoring your message, check to see if their reply was mistakenly deleted or sent to your Trash or Junk folder. Use the Email Tray email client to have all good emails rescued from the Spam folder.
49. Add an email address of each new valuable contact to your approved or white list so that their future emails could go through your spam filter or ISP filtering system.
50. Use anti-viral software and update it on a regular basis to avoid the risk of sending viruses via your corporate email account.

    Following the email etiquette rules in your everyday life will give you a definite advantage. However, it is not enough to forget about the post effects of email overload. Business email etiquette rules will primarily save the time of your email recipients and encourage them to pay you back with the same courtesy.

    If you want to make your work with email really productive, you should also take advantage of email management tools. These can help you automate many tasks and save the time that you spend on email management daily. Take Email Tray for a test drive to see how comfortable it is to use a smart email client!

UNIT:I

TEAM AND TEAM BUILDING:

Objectives

To develop an understanding of :

- **Teams**
- **Reasons of popularity of Teams**
- **Difference of workgroup and team**
- **Types of teams**
- **Team building**
- **Teamwork**
- **Team effectiveness**
- **Relationship between team working and innovation in organization**

Teams

Definition—formal group comprising people interacting very closely together with a shared commitment to accomplish agreed-upon objectives.

Why have Teams become so popular?

1. Teams typically outperform individuals.
2. Teams use employee talents better.
3. Teams are more flexible and responsive to changes in the environment.
4. Teams facilitate employee involvement.
5. Teams are an effective way to democratize an organization and Increase motivation.
6. Triggered by Japan's economic accomplishments, which are based on the use of teams.
7. Potential quality improvements
8. Organizational restructuring efforts, especially those to flatten the organization.

Types of teams

1. ***Problem-Solving Teams-***

Formed to deal with problems.
Eg. Quality Circles: A quality circle is a participatory management technique that enlists the help of employees in solving problems related to their own jobs.
Circles are formed of employees working together in an operation who meet at interval to discuss problems of quality and to devise solutions for improvements.

2. ***Cross-functional Teams***- A team consisting of members from Different functional departments. Using the skills, competencies, and experiences from diverse areas with a company can increase understandably, camaraderie, trust, and performance.

3. ***Virtual Teams***-Technology has allowed teams to be connected as a team and accomplish work even as they are different sites .Management requires leaders being coaches, building trust, evaluating performance, and providing feedback.

4. ***Research and Development (R&D) Teams***-Used to develop new products. It is used most extensively in high tech companies. Skunk Works—R&D teams set up to expedite innovation and creative new product designs.

5. ***Self-Managed Teams (SMT)-***Small groups of individuals who are empowered to perform certain activities based on established procedures and decisions made within the team, with little to no outside direction. Before implementing SMTs, organizations must be certain that such teams are consistent with the organization's ie. i) Business requirements ii) Values and goals iii) Competencies

6 Diverse teams-Improve problem solving and increase creativity. It may struggle in the short term but have strong long-term performance potential.

What is team building?

Team members and leaders must work hard to achieve teamwork. Team building helps in achieving teamwork. Team building is a sequence of planned activities designed to gather and analyze data on the functioning of a group and to initiate changes designed to improve teamwork and increase group effectiveness.

How team building works?

Team building works through a five step process.

1. Problem or opportunity in team effectiveness.
2. Data gathering and analysis.
3. Planning for team improvements.
4. Actions to improve team functioning.

5. Evaluation of results.

<u>Approaches to team building- There are three approaches to team building</u>

1. **Formal retreat approach**-Team building occurs during an offsite retreat.
2. **Continuous improvement approach**-The manager, team leader, or members take responsibility for ongoing team building.
3. **Outdoor experience approach**-Members engage in physically challenging situations that require teamwork.

<u>Characteristics of Effective Teams</u>

1. Clear unity of purpose
2. Clear performance goals
3. An informal, comfortable, relaxed atmosphere
4. Participative discussion
5. Freedom of feelings and ideas
6. Positive perceptions of disagreement
7. Frequent, frank and comfortable criticism
8. Shared leadership
9. Increased employee motivation
10. Higher levels of productivity
11. Increased employee satisfaction
12. Common commitment to goals
13. Expanded job skills
14. Organizational flexibility.

<u>Creating Effective Teams</u>

1.Key Team Roles

Effective teams are composed of members that serve unique functions and roles

1.Leadership Function:

leader – responsible for overall performance
shaper – directs the teams effort, imposes shape to team activities

2. Work Production Function:

worker- devices practical working procedures & carries them out creator – invents new ideas/strategies, addresses problems in a creative way completer-finisher – gets things done quickly, works on urgent issues

3. Team Maintenance Function

team facilitator – fosters a sense of team spirit, helps with communication monitor-evaluator – analyzes problems, helps team to stay focused on the task

Team Processes

A. **Socialization** – process of mutual adjustment between the team and its members. It is based on evaluation, commitment & role transition.
Socialization passes through 5 phases:

1. Investigation: team and individuals find a good match
2. Socialization: individuals and team assimilate to each other
3. Maintenance: both parties try to maximize their needs
4. Re-socialization: team and individual try to influence each other in order to satisfy team needs
5. Remembrance: occurs if re-socialization is not successful.

B .**Interpersonal Processes in Teams**

1. Communication-Ideal communication is frank, continuous, & regular

2. Conflict-unavoidable in teams; what is important is how teams deal with conflict. Conflict can be seen as beneficial (different ideas but willing to listen) or competitive (disagree with team members, not willing to listen to other's opinion)

3. Cohesion-team members feel attracted to their team and want To stay in it

4. Trust-creates an environment where workers spend less time worrying about others and are more willing to allow other team members to help them

What can be done to improve team processes?

Increased emphasis on teams and teamwork:

- Presents challenges to people accustomed to more traditional ways of working.
- Creates complications due to multiple and shifting memberships.

- Requires team leaders and members to deal positively with group dynamics issues.
- Requires ongoing team building.
- New member problems.

New members are concerned about issues of:

- Participation.
- Goals.
- Control.
- Relationships.

Task and maintenance leadership.

- High performance teams require distributed leadership.
- The team leader and team members share in the responsibility of meeting task needs and maintenance needs.

Task activities.

The various things members do that contribute directly to the performance of important group tasks. Task activities include:

- Initiating discussion.
- Sharing information.
- Asking information of others.
- Clarifying what has been said.
- Summarizing the status of a deliberation.
- Maintenance activities.
- Support the group's social and interpersonal relationships.

Maintenance activities include:

- Encouraging the participation of others.
- Trying to harmonize differences of opinion.
- Praising the contributions of others.
- Agreeing to go along with a popular course of action.

Group members should avoid the following disruptive behaviors:

- Being overly aggressive toward other members.
- Withdrawing and refusing to cooperate with others.
- Horsing around when there is work to be done.
- Using the group as a forum for self-confession.
- Talking too much about irrelevant matters.
- Trying to compete for attention and recognition.

3. Team Dynamics

Roles and role dynamics-A role is a set of expectations associated with a job or position on a team. Performance problems occur when roles are unclear or conflictive.

- **Role ambiguity —** occurs when a person is uncertain about his/her role.
- **Role over load —** occurs when too much is expected and the person feels overwhelmed with work.
- **Role under load —** occurs when too little is expected and the person feels underutilized.
- **Role conflict —** occurs when a person is unable to meet the expectations of others.

Team cohesiveness: The degree to which members are attached to and motivated to remain a part of the team. Members of highly cohesive groups: value their membership, try to maintain positive relationships with other members, are energetic when working on team activities, are not prone to absenteeism or turnover, are genuinely concerned about team performance, tend to satisfy a broad range of individual needs.

Rule of conformity in group dynamics-The more cohesive the group, the greater the conformity of members to group norms. Positive performance norms in a highly cohesive group have a positive effect on task performance. Negative performance norms in a highly cohesive group have a negative effect on task performance.

Cohesiveness can be increased or decreased by making changes in: Group goals, Membership composition, Member interactions, Group size, Competition within and between teams, Rewards, Location, Duration.

Decision Making in Teams: Information is distributed unequally among team members and must be integrated. It must deal with ambiguity, compressed amounts of time, & status differences.

5. Diversity

Group Demography-The degree to which members of a group share a common demographic attribute, such as age, sex, race, educational level, or length of service in the organization, and the impact of this attribute on turnover.

Diversity in the **workplace** is important for employees because it manifests itself in building a great reputation for the company, leading to increased profitability and opportunities for workers. **Workplace diversity** is important within the organization as well as outside

6. Turning Individuals into Team Players

The Challenges

- Overcoming individual resistance to team membership

Team building for reluctant teams. ... Overcoming Team Building Resistance ... and working together to encourage the more reluctant members to do the same. ... complete with common goals which leveraged our individual talents to help

- Countering the influence of individualistic cultures

Individualistic culture is a society which is characterized by individualism, which is the prioritization or emphasis, of the individual over the entire group. **Individualistic cultures** are oriented around the self, being independent instead of identifying with a group mentality

- Introducing teams in an organization that has historically valued individual achievement

On the other hand, the challenge for management is less demanding when teams are introduced where employees have strong collectivist values.

Shaping Team Players

- Selecting employees who can fulfill their team roles
- Training employees to become team players
- Reworking the reward system to encourage cooperative efforts while continuing to recognize individual contributions.

7. Teams and Quality Management

Team Effectiveness and Quality Management requires that Teams:

- Are small enough to be efficient and effective.
- Are properly trained in required skills.
- Are allocated enough time to work on problems.
- Are given authority to resolve problems and take corrective action.
- Have a designated "champion" to call on when needed.

Team work Teamwork is the central foundation of any high performance team.

The nature of teamwork.

Team members actively work together in such a way that all of their respective skills are utilized to achieve a common purpose.

Characteristics of high performance teams.

High performance teams:

- Have strong core values. High mutual trust where values such as honesty, loyalty, competency, truthfulness, openness are present but not easy to sustain
- Turn a general sense of purpose into specific performance objectives. Commitment to specific, challenging and clearly defined goals, goal interdependence, linking individual goals to group goals
- Have the right mix of skills. Abilities and Skills of the members-Technical expertise and knowledge about the problems faced, problem solving and decision making skills; effective feedback , conflict resolution and other interpersonal skills
- Capacity to tap external sources of repute for information and resources of benefit to the team.
- Possess creativity.
- Potency, social support, work load sharing, communication and coordination. Familiarity in terms of specific knowledge about jobs, colleagues and work environment possessed by members
- Diversity and team performance.
- Group based as opposed to individual reward
- Size should not exceed 12

To create and maintain high performance teams, the elements of group effectiveness must be addressed and successfully managed.

Principles of Effective Teamwork

- Members provide and accept feedback
- Should be constructive and flow up as well as down
- Members must be willing & prepared to back up others
- Know when to jump in and help
- Members view themselves as a group
- Success of team more important than individual
- Members are interdependent
- Rely on one another to carry out mission
- Team leadership is important
- Leaders don't just instruct, they serve as role models and influence team member behavior

Relationship between team working and innovation in organization

1. Focus on clear and realistic objectives to which team members are committed (Vision)

2. Interaction between team members in participative and interpersonally non threatening climate (participative safety)

3. Commitment to high standards of performance prepared to confront weakness (task orientation)

4. Enacted support for innovation (support for innovation).

****

Questions

1. Define teams. State the difference of workgroup and team. What are the reasons of popularity of Teams. Discuss with examples different types of teams

2. What is team building? What are the steps of team building? How do you build high performance teams?

3. Discuss in details the steps of creating Effective teams. Which of the above steps do you think is most important and why?

4. What is Teamwork? Discuss Team work in the light of model of Team effectiveness. Justify the relationship between team working and innovation in organization

IMPORTANT

Write a successful job application

A job application form is your chance to show employers that you're perfectly suited to the role and deserve to be shortlisted for an interview

What to include in a job application form

The form should give the employer an insight into you as a person and encourage them to want to meet you to find out more.

All applicants will be asked to fill out the same form, so use the following typical sections to present evidence of how you've developed relevant skills and gained valuable experience through your academic, work and personal life:

- **Educational background** - you'll usually be expected to provide information on institutions attended, courses taken and qualifications gained.
- **Work experience** - you may be asked to describe or list the main duties of your current job, or any positions that you've held in the past.
- **Competency-based questions** - this is where you get to show how you meet the person specification for the role, by promoting yourself as the best candidate for the job.
- **Personal statement** - if a supporting statement is required, this should be well-structured - possibly using headings to set out how you meet the job criteria.

Most applications require a minimum of two referees; usually an employer and an academic tutor.

Never lie on your CV or job application. Not only will you demonstrate your dishonesty to a potential employer, but there can be serious consequences too. For example, altering your degree grade from a 2:2 to a 2:1 is classed as degree fraud and can result in a prison sentence.

Style tips

Your application can make a strong impression if you:

- use power verbs, such as 'transformed', 'delivered', 'achieved' and 'inspired';
- choose descriptive words like 'effective', 'consistent', 'determined' and 'adaptable';
- focus on the questions asked rather than waffling
- or being too vague;
- select appropriate examples of your achievements from past experience;
- Demonstrate genuine enthusiasm for the role.

Once you've completed the form, check through the final version to ensure that there are no spelling or grammar errors. You may want to ask someone else, such as a university careers adviser, to read it too.

The key to a successful job application is to be succinct, positive and clear, while satisfying each of the points listed in the person specification. To find out how to achieve this, see what skills do employers want?

Disclosing personal information

You're not obliged to divulge personal details regarding your age, ethnicity, gender, religion or sexual orientation, and so shouldn't be asked to do so here. Only include information that you feel would help with your application and support your suitability for the role.

You may be asked to complete an equal opportunities form. This information is treated confidentially and will not be used as part of the selection process. The form is normally separate from the application, and used solely for monitoring the employer's commitment to equality and diversity.

Online job applications

While some electronic application forms have to be completed in one sitting, many systems now allow you to register your details and save your progress as you go along. However, be aware that employers may be able to view partially completed forms.

Here are a few useful tips for completing online job applications:

- If you decide to cut and paste your answers, be careful not to include names of other organizations that you've applied to previously, as this will result in instant rejection.
- You should always read the supporting documentation very carefully, answering all questions (including sub-questions, if there are any) and sticking to the word count.
- Print off a draft copy of your application form before submitting it, as this gives you the opportunity to proofread it for mistakes while ensuring that every section has been filled in correctly. You may also want to keep a copy for your own records.
- Allow plenty of time to complete it, remembering to submit the form and all supporting documents (including references) by the deadline.

Cover letter examples & tips

How to write a cover letter that will catch an employer's attention? Get ideas from this sample below.

A lot of job seekers today wonder if a cover letter is still appropriate to send with your resume—and the answer is yes! And just like with your resume, you should make a customized version that talks about how your skills will benefit the particular company that you want to work for, and demonstrate how you have done some research into what the organization's pain points are. Remember: You're selling yourself in a resume and a cover letter, but the employer has to want to buy.

[Date]

Ms. Rhonda West
Customer Service Manager
Acme Inc.
123 Corporate Blvd.
Sometown, CO 50802

Re: Customer Service Representative Opening (Ref. ID: CS300-Denver)

Dear Ms. West:

I was excited to see your opening for a customer service rep, and I hope to be invited for an interview.

My background includes serving as a customer service associate within both call-center and retail environments. Most recently, I worked on the customer service desk for Discount-Mart, where my responsibilities included handling customer merchandise returns, issuing refunds/store credits, flagging damaged merchandise for shipment back to vendors and providing back-up cashiering during busy periods.

Previously, I worked within two high-volume customer-support call centers for a major telecommunications carrier and a satellite television services provider. In these positions, I demonstrated the ability to resolve a variety of issues and complaints (such as billing disputes, service interruptions or cutoffs, repair technician delays/no-shows and equipment malfunctions). I consistently met my call-volume goals, handling an average of 56 to 60 calls per day.

In addition to this experience, I gained considerable customer service skills during my part-time employment as a waitress and restaurant hostess while in high school.

I also bring to the table strong computer proficiencies in MS Word, MS Excel and CRM database applications and a year of college (business major). Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the customer service, communication and problem-solving skills you are seeking. Feel free to call me at 555-555-5555 (home) or 555-555-5500 (cell) to arrange an interview. Thank you for your time—I look forward to learning more about this opportunity!

Sincerely,

Sue Ling

Enclosure: Resume