



# Co-op 101 – Week 9

## Professional Communication & Cover Letter Tips

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*Pronouns: she/her/hers*

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# Week 9: What is a way you could show initiative in your Co-op job?

# Today's Agenda:

- Interview Question
- Workplace Tip
- Effective Communication
- Basics of a Cover Letter
- Resume Returned





## Workplace Tip: Show Initiative

- Become an expert on your employer, What is everyone working on?
- Act like an employee with a promotion at stake
- Ask for feedback
- Secure a mentor
- Volunteer
- Ask to sit-in on meetings





## Interview Question:

**Tell me about a time you did not have enough information to do your job.**

Important to highlight what you did to get the information!

Situation

Task

Action

Result



# What's wrong with this email?

File

Message

Insert

Options

Format Text

Review

Help

Acrobat

Tell me what you want to do

Paste

Cut

Copy

Format Painter

Clipboard

Calibri (Bod

11

A

A

Basic Text

Names

Attach File

Link

Signature

Attach File via Link

Adobe Acrobat

Send

To

employer@abcinc.com

Cc

Subject

interview

I need to schedule my interview. i am available Friday at 4:00. Thanks, Brittany



## Scheduling Interviews by Phone

Hello \_\_\_\_\_. My name is \_\_\_\_\_ and I am a Drexel University co-op student. I received notice that I have been selected for an interview for the \_\_\_\_\_ position with your company and I am calling to arrange a time to meet with you.

*Book time and ask any questions you may have, such as:*

Is there anything you would like me to prepare for the interview?

Where will the interview be held?

May I ask how many people will be meeting with me?

*Listen carefully and take notes. Confirm the time by repeating it back to them.*

I look forward to meeting with you on Tuesday at 10 AM. Thank you for your time. Have a nice day.



# Scheduling Interviews: Leaving a Voicemail

*If the employer is not available, leave a concise message and state your name and telephone number slowly and clearly.*

## Sample Voicemail

Hello Employer full name. My name is \_\_\_\_\_ and I am a Drexel University co-op student. I received notice that I have been selected for an interview for the \_\_\_\_\_ position with your company and I was calling to arrange a time to meet with you. Thank you for the opportunity to interview for this opportunity. I can be reached at (phone number) or by email at abc12@drexel.edu. I look forward to your call. Thank you again.







## Scheduling Interviews by Email

Subject: Drexel University Co-op Interview – \_\_\_\_\_ Position

Dear \_\_\_\_\_,

I am a Drexel University co-op student and I received notice that I have been selected for an interview for the \_\_\_\_\_ position with (company name). I am excited by this opportunity and look forward to learning more about your company.

I am writing today to arrange a time and location for the interview.

I am available anytime on Mondays and Fridays as well as Tuesday and Thursday afternoons after 1:00 PM. I would be happy to meet at your convenience.

I can be reached at this email address, or by phone at \_\_\_\_\_. Thank you for your time.

Sincerely,  
Your Name

*\*\*\*Alternatively, you could provide a link to an online calendar, such as Google, Outlook or Doodle, which allows the employer to view all your available times and select one right away.*



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## Email Signature

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John Smith  
Mechanical Engineering Student  
Drexel University  
215-555-1234  
[john.smith@drexel.edu](mailto:john.smith@drexel.edu)  
[johnsmithportfolio.com](http://johnsmithportfolio.com)

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# Thank You Email

**Must Be Sent within 24 Hours!**

- **Salutation/Greeting** – Address the interviewer by their full name. Avoid pronouns if unsure of correct pronoun.
- **Paragraph 1** – Thank them for their time and reiterate your interest in the position.
- **Paragraph 2** – A chance to address any unresolved issues. This may not apply to all interviews, so this is optional.
  - Is there a question that you wish you had answered better?
  - Did the employer request more information on anything?
- **Paragraph 3** – Reiterate your skills as they match the employer needs.
- **Paragraph 4** – Thank the employer again and invite the employer to let you know if there is any other information you can provide.
- **Closing/Sign-off** – It is best to use a formal closing such as Sincerely, first and last name.

## Case Study: Communication on co-op

*Jill started her co-op a few weeks ago. After a couple of weeks of training, she is now getting increasingly difficult projects to work on. She often needs additional information to complete the projects, but her supervisor and co-workers are busy with their own work. She isn't sure how to get the information she needs, and doesn't receive a response to her first email attempts to ask questions. What should she do?*



**Emily Murnane**  
@emily\_murnane

Every work email I send:

Hey!

Sorry to bug you!

Was just wondering

(If it's not too much trouble)

Would it be possible to do thing you  
said you'd do?

Totally fine if not!

Prob my fault anyway I'm an idiot :)

Sorry to bother you!

Sorry I exist!

So sorry!

Just let me know!

Emily



A blue starburst graphic with multiple points, containing white text.

**You be the  
Hiring  
Manager!**

1. Read the sample cover letter
2. Pair up in groups of 3 or 4
3. Discuss cover letter's strengths and areas for improvement
4. Identify 1 group member to share out a strength and area of improvement





# Cover Letter Basics

## ***THE PURPOSE:***

Your Chance to explain in narrative form how your skills, experience and interest match the job description!

## ***BIGGEST MISTAKE STUDENTS MAKE:***

Most of the cover letter is spent explaining why this position would be great for you, not what you will bring/how you will contribute to the employer!

## ***THE OTHER BIG MISTAKE:***

Using the same cover letter for multiple jobs.





# Cover Letter Outline

Your Name

Your Street Address

Email Address

(Area Code) Phone Number

Month Day, Year

First and Last Name of Receiver

Position or Title

Employer Organization's Name

Employer Street Address

City, State and Zip Code

Dear First Last Name of Receiver (or M. Last Name if you know correct pronoun),







# Cover Letter Outline Continued

## Paragraph 1 - Introduction

Tell the reader why you are writing, and name the position you are pursuing. You may state where you saw the position opening. If you have a networking contact at this company, you should refer to that person in the first paragraph. Remember, the first paragraph of a cover letter should spark the interest of the reader.

## Paragraph 2 – Experience (Education)

Detail past experience and how the skills you have developed make you a good candidate for the position. Refer to your resume, but do not summarize it. Focus on one or two skills that correspond with what the position requires. Remember that this should be structured more like a narrative - your resume is where you simply list experiences and accomplishments.

## Paragraph 3 – Experience (employment, projects)

Additional detail about your experience as it relates to the role.

## Paragraph 4 - Closing

Thank the receiver for reviewing your resume and considering you for the position. Indicate that you would appreciate an opportunity to discuss the position in further detail at a later date.

Sincerely,

Sign or scan your name here

Type your name here

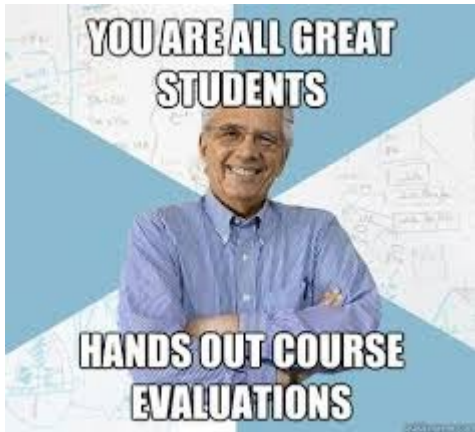
## Due Tuesday 11/22- Video Resource (TedTalk) Reflection

- Review the Assignment Instructions under the **Week 9 Course Materials Folder** (**Note: this is not under Assignment tab**). Submit through the Week 9 link.
  - Choose at least one video resource (Ted Talk) to watch
  - Submit a one paragraph reflection answering this question:
    - *How will you apply what you learned in the video resource to interactions in your future work experience?*

**This is our Last Class!** We will not have Class Week 10

Submit **last assignment** (Video Reflection) by **November 22<sup>nd</sup> at 5:00 PM** and contact me with any questions!

Course Evaluation



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