



JOB SEARCH COMMUNICATION

During your job search, it's likely that you will communicate with a hiring manager or recruiter by email or phone. This is an opportunity to make a good impression. Be sure to make the most of it!

From clarifying a detail before an interview to the post-interview thank-you note, communicating by phone or email is an opportunity to demonstrate your communication skills, professionalism and business savvy.



Email Basics

✓ OPEN A DEDICATED EMAIL ACCOUNT

It will be easier to manage your job-search-related communications with a dedicated email account separate from your personal, school or work email address. Use this for all job search activities and communications. Make sure to have a straightforward, professional address. No MarketingAce@gmail.com!

✓ KEEP IT SIMPLE

Keep your email short and get to the point. Don't "bury the lead" with a lot of set-up—a one-sentence set up, and then the core of the message is best. The format should be simple, too. No elaborate fonts or format tricks. No emoticons.

✓ USE A CLEAR SUBJECT LINE

Assume the person you're writing gets a lot of emails and write a subject line to help them quickly identify yours as important. For example:

SUBJECT: Staff Event Planner position question

SUBJECT: Staff Event Planner position/Jennie Smith

✓ INCLUDE A SIGNATURE

Put a signature block at the bottom of your email with full contact information, including a phone number. It's also a good idea to include a link to your LinkedIn profile to make it easy to get a quick look at your background.

✓ WRITE AND PROOF IT CAREFULLY

Spend time crafting your message. Edit it for clarity and length (shorter is always better). Be aware of tone—your words should indicate an awareness that your contact is busy. Proof (and re-proof!) it carefully. No errors!

✓ EXPRESS APPRECIATION

Always show appreciation for your contact's time and assistance. The hiring process can be time intensive so it's important to express gratitude. Saying thanks can also help you stand out.

So you have a question for the hiring manager?

You may have a need to email or call your hiring contact. It may be as simple as making sure you know the right floor or suite number for your interview. No problem.

Scenarios for emailing or calling the hiring contact:

- Letting the recruiter know you have submitted an application
- Checking application status (FYI: If you haven't heard, chances are there's no news. Be patient.)
- Confirming interview details that may not be crystal-clear beforehand (Don't risk getting it wrong.)
- Asking a question or questions pertinent to your preparation
- Post-interview follow-up (providing additional information promised, for example)
- Post-interview thanks (same day or next day is best)
- Rejection response (Be gracious.)

If you have a question before the interview, consider the following before you send the email:

- ✓ **Make sure it's important** Don't ask a question that you can just as well ask in the interview. Interrupting a hiring manager's day with a non-essential or unnecessary question will not contribute to a positive impression.
- ✓ **Look for the answer first** Before asking a question by email, make sure you can't find the answer on your own. Carefully review the application materials, the event invite, the company website and other likely sources first before sending the email.
- ✓ **If it's important, don't be shy** If you are confident it's important and you cannot find the answer elsewhere, it's perfectly appropriate to send a note. Get to the point, be respectful of your contact's time in your tone, and end it with thanks.