

Writing an email

I have heard of candidates who go to an incredible amount of trouble preparing their cover letter and resume and then send it by email with a quickly typed note that torpedos all their efforts.

One recruiter told me about a candidate who sent her resume with an email that started with the words: "Hi there chook".

Believe me, candidates, of all types and levels of seniority, who send poorly constructed emails are a common complaint amongst recruitment consultants.

Don't blow it. Emails are not an electronic version of the posit-it note. Take the same care you would in composing a letter. Don't type out something like: "My cv and cover letter - cheers". Instead write in the subject line - "Bill Brown's resume" or "Job Application: Customer Services Consultant". Then write:

Dear Mr/Ms Smith,

I attach my resume for your perusal,

Many thanks,

Your name.

Send your cover letter and resume as one document and make sure your email and attachments can be opened. Avoid complicated formats that do nothing but frustrate the recipient.

During the selection/interview process many candidates find it more expedient to communicate by email rather than by telephone. Continue to treat all correspondence with care. Don't go overboard by writing out the recipient's full name, title and address in the left hand corner every time you send an email.

If a recruitment consultant or HR manager signs her email back to you "Margaret Smith" continue to use "Ms Smith" until advised otherwise. However, if the email comes back signed "Maggie" then I think its okay to send your next email under the greeting "Dear Maggie". Take your lead from the person you are corresponding with.

It's also important - indeed vital - to check each of your emails for typos and grammar, punctuation and spelling errors.

Do not use jargon and do not write like you speak. Emails are a written form of communication and should be regarded that way.

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