

CORRESPONDENCE & APPLYING FOR THE INTERNSHIP TIPS & SUGGESTIONS

Sending a Résumé and Cover Letter via email

Ensure that you follow the directions stated on the organizations website in regards to the application process. For example, “this position accepts no phone calls” or “apply only through email.”

If an application requires you to upload a résumé and/or cover letter online, through the organization website, do so and follow the directions exactly. See the “Online Application Tips & Suggestions document”

- If you are sending a message in the body of the email, be sure to proofread and use proper, professional grammar. Use spell check and read the email aloud before sending. You probably typically send quick emails with slang and abbreviations; you cannot do that in this case. Remember, this will be the first impression your possible new employer will see of you. Consider typing in Word then pasting into the body of the email.
- Save your documents as “YourNameResume” or “YourNameCoverLetter” so the company can easily identify them in their files (pdf is preferred).
- Put the position title and a word such as “Inquiry” or “Candidate” in the subject line. An example subject line would be: “Communication Intern Candidate.”
- If you have an online portfolio, include the link. Otherwise, send samples of your work through an online container (i.e.: weebly, shownd, etc.)
- When replying to emails, include the original message in the reply. Respond to any email within two business days and keep the message simple.
- In general, never use all capital letters in the subject line or body of the email and don’t use emotionicons ;).
- You will generally attach your résumé as a link and use the body of the email for your cover letter. If you had prior communications (at a networking event or if you are sending your materials a second time) consider adjusting your cover letter to remind them of a prior discussion.

Following up to an Application

- Once you send an application to an organization, follow up. A good time frame to do so is in 5 to 7 days.
- If you follow up in email, you can attach your résumé again. Consider altering your cover letter to reflect that you are following up or to include any new information. You may also follow up by phone.
- If you haven't heard back after your follow-up, you may want to check in once more seven to 10 days later. This time, possibly send samples of your work (along with your résumé and cover letter). You will want to try to stand out.
- Be persistent and stay positive.
- If the job description asks for no phone calls, don't call.

Correspondence by Phone

Phone interviews and conversations are a way for employers to test the waters and to see if you are as good as you look on paper. Always be prepared for these exchanges and remember to:

- Review your own voice mail message. It should be professional. *Yo, leave a message, dude*, doesn't say "professional."
- Write out a script of what you're going to say. Yes, it sounds silly, but it can be helpful during a nervous first call. A typical phone script might look like this:
 - Hello, Mr./Ms. (name of contact person), my name is (your name). I'm a (major) student at Webster University and I'm calling to speak about an internship with (company name).*
 - If referred by someone:
 - *(Mindy Berkowitz) suggested I call you to discuss an internship...*
 - If you have to leave a message:
 - *So sorry I missed you. I will call back in a couple of days.* (Do not ask the employer to call you back).
- Keep notes near your phone about each place you have sent a résumé. If someone calls, they may want to conduct an interview on the spot. Always be prepared, but don't hesitate to reschedule if you need to.
- Return calls as soon as possible, even if it means you have to leave a voice mail.

- Employ a less confrontational method if you are having trouble hearing or understanding someone. It's always better to say:
- I'm having trouble hearing you. Can you hear me clearly? than, *Can you speak up?*
- Write a thank you email or note after the phone call that includes something from the conversation to help the interviewer remember you. Here's an example:
-Thank you for spending time with me on the phone today talking about (the position). I enjoyed the conversation and have a better understanding of the position. I'd be interested in an on-site interview and would welcome the opportunity to further discuss my candidacy.