

Email cover letter template

Here's just a quick reminder of totaljobs.com three attention grabbing golden rules to writing compelling cover letters:

1. Remind the recruiter what they're looking for;
2. Tell them you are what they're looking for – how you fit the job description;
3. Demonstrate how you are the best choice.

[WRITE THE JOB TITLE AND REFERENCE IN THE SUBJECT LINE e.g.]

Job ref: Z1234 – Call Centre Manager Cardiff/Swansea

Dear Sir or Madam,

I write in response to your job advertisement [WRITE THE JOB TITLE AND LOCATION OF THE JOB HERE] as seen on [WRITE WHERE YOU SAW THE JOB ADVERTISED HERE] ref: [WRITE THE JOB REFERENCE HERE].

Rule 1:

[THEN REMIND THE RECRUITER WHAT THEY'RE LOOKING FOR – SEE EXAMPLE BELOW]

I have 2 and ½ years' experience as a Team Leader in running a Call Centre team of 65 members for a leading UK household insurer. In my time with my current employer I have:

Rule 2:

[THEN TELL THEM YOU ARE WHAT THEY'RE LOOKING FOR – SEE EXAMPLE BELOW]

1. Decreased customer waiting times by 4% by introducing a new strategy where team members were incentivised to respond to calls faster and a colour coded display informed team members of customer waiting times;
2. Cross-trained the team which has increased job satisfaction (reducing absenteeism and sickness) and has eased holiday or off-site training cover;
3. After attending Annual Call Centre Technology Conference project championed implementation of WidgetsRus load balancing software as presented at the conference. Early indications are that the software has increased productivity by 2%.

Rule 3:

[THEN DEMONSTRATE HOW YOU ARE THE BEST CHOICE – SEE EXAMPLE BELOW]

I can assure you that my experience, industry knowledge and track record to date make me a strong candidate for this role.

I look forward to hearing from you,

[WRITE YOUR FIRST NAME AND FAMILY NAME HERE].

[WRITE YOUR CONTACT DETAILS - MOBILE AND EMAIL HERE]