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Michelle Yeoh  
RX Drugs San Francisco  
14 Famous Women Way  
San Francisco, CA 94114  
June 1, 0000

Dear Dr. Yeoh:

I was very pleased to see the recent internship position [#12345] at my local RX Drugs store in Oakland. As a first year pharmacy student at UCSF, I have two years of health related experience in hospital settings and demonstrated experience working in fast-paced, customer service settings. I am committed to working with underserved communities, focusing on preventative care and public health, and I am aware of the numerous education outreach initiatives RX Drugs has organized.

To share my relevant experience:

■ **Academic Training/ Health Related Experience:**

My clinical rotations and work experience includes retail and hospital experiences. My training has exposed me to various approaches using drug therapies, and how to prepare, dispense and properly document patient medication. As a volunteer at Mission Hospital, I worked with a variety of health professional, particularly around designing education and outreach campaigns around diabetes, high blood pressure and glaucoma. What I enjoy most about my work is patient education: helping patients and caregivers understand they could take steps to take care of their health.

■ **Customer Service Experience:**

I worked as a technology trouble-shooter at the Genius Bar at the high volume San Francisco Apple store for two years. That experience has taught me how to address clients professionally and respectfully, discuss their concerns, and manage their frustrations. While the Apple staff could not always solve the problem, I learned that the goal is always to have a positive exchange, and leave customers with a positive impression. I was recognized for this ability, and awarded with the Genius of the Month award, given to staff to acknowledge consistent excellent customer service.

I would welcome the chance to bring my skills, experience and philosophy to my neighborhood pharmacy. Many of my colleagues have spoken highly of RX Drug's recent technological upgrades and focus on patient education, and the chance to contribute to my local community is very exiting. Please feel free to contact me at 123.456.7890.

Sincerely,

Carlos Gardel

## The Cover Letter, Dissected.

Michelle Yeoh  
RX Drugs San Francisco  
14 Famous Women Way  
San Francisco, CA 94114  
June 1, 0000

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To share my relevant experience:

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- **Customer Service/Supervisory Experience:**  
I worked as a technology trouble-shooter at the Genius Bar at the high volume San Francisco Apple store for two years. That experience has taught me how to address clients professionally and respectfully, discuss their concerns, and manage their frustrations. While the Apple staff could not always solve the problem, I learned that the goal is always to have a positive exchange, and leave customers with a positive impression. I was recognized for this ability, and awarded with the Genius of the Month award, given to staff to acknowledge consistent excellent customer service.

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Sincerely,

Carlos Gardel

### A. Why write a cover letter?

A CV or resume only explains all of your previous **academic training** and **professional skills**. A Cover Letter:

1. Summarizes how that **academic training** and **professional skills** will directly benefit them.
2. Explains **desire** – why you want the job.

**B.** Often, employers only skim the first paragraph, so Josphine's paragraph is a summary of:

- A. What he brings to the table (experience & skills)
- B. Why he wants the job (desire)

This includes his:

1. **Academic training**
2. **Professional skills**
3. **Desire**

**C.** The rest of her cover letter gives detailed evidence about his claims in his first paragraph. It also follows the order of his opening paragraph.

1. **Academic training/Health related experience**
2. **Customer service/Supervisory skills**
3. **Seeking a local position**

**D.** Note that the text focuses on examples and language about what he can do for the employer. For example: "My training has exposed me to..."

### E. Isn't this a long letter?

A cover letter can be 1-4 paragraphs. A briefer letter would only include the first "summary" and last paragraph.

### F. Do employers really read cover letters?

Yes. The real question isn't if, but **when** do employers read cover letters? Think about how you sort through a stack of information. First, you'd probably skim the CV/resume and first paragraph of the cover letter, to sort candidates into 'yes', 'no' and 'maybe' piles.

The second time through, you'd read everything closely to whittle down your 'yes' pile to 3-5 strong candidates to interview. But what if there were 6?

Here's when a cover letter is most valuable: it makes your argument about how you can contribute to their organization, and why you want the position. Those without cover letters have to hope that the employer can figure that out. It might be the edge you need!

To have your letter critiqued, schedule an appointment with the OCPD at 415.476.4986. We book 2-3 weeks in advance.