

SAMPLE FOLLOW-UP/THANK YOU EMAILS

Why send a thank you note?

The employer has taken the time to interview you and told you about the opportunity. In addition to it being basic professional manners, your thank you note can:

- remind the employer of your related strengths
- demonstrate that you are professional
- give you the opportunity to clarify information from the interview
- increases your chance to get the job!

What goes in a thank you note?

- A genuine thank you for the opportunity for the interview (possibly including details of the conversation)
- Additional information that you want to provide (optional)

Sample:

Dear Ms. Smith,

Thank you for the opportunity to interview for the position of marketing assistant today. I appreciate the opportunity to meet with the entire committee. I was particularly excited about the new marketing initiative that you described during the interview and the description of your training program.

During the interview, we were discussing my recent experience working for ABC Inc and the marketing project that resulted in an increase of 20 % of social media interactions. To follow-up, please visit www.abcinc.ca/wethenorth to view the complete campaign.

Please thank the entire committee for providing such a positive and interactive interview experience. I look forward to hearing from you.

Sincerely,

Jane Doe

Thank You Letters should be sent within 24 hours of the interview. You can choose to send it by email or drop off a greeting card (depending on the location).

Video and Skype Interviews

Many employers are choosing to conduct some of their interviews either by video or via Skype (or similar software). This can be a great time-saver, especially when the candidates do not live close to the organization.

What's the difference between a skype interview and a video interview?

- **Video interviews** are typically done via specific software which is uploaded from the employer's site. Sometimes, these interviews are live (e.g. you are interacting with the interviewer) and sometimes you are being recorded for the organization to review later.
- **Skype Interviews** are live interactions that you schedule with the employer usually using your computer and webcam.

Meet the Technology Requirements and Test How it Looks and Sounds

- Download and Test the software in advance. If the interview is on Skype, double-check your login and password in advance. For Skype, you and the employer will need to exchange contact information, if possible do this in advance of the interview date.
- Make sure that you are using reliable internet. Where possible, use a wired connection or a very stable WIFI connection (if you have no other option). Try to avoid going to a coffee shop as the internet can be spotty and there will likely be background disruptions.
- Where possible, use an external camera (not the built in one on your laptop) as the video quality on the built in camera will not be as good
- Keep your device at eye level; check the view to make sure that the interviewer's angle is straight (e.g. looking in your eyes).
- Keep the background professional (e.g. when testing the video, avoid having anything seen that doesn't look like something you would have in an office)
- Check the lighting. In most cases, the light should face you (not be behind you). Check for shadows or faint pictures.
- Eliminate background noise or visual distractions. Find a place where you will not be interrupted; ask others not to enter the room/space and set your phone to silent/airplane mode.

Prepare Like Any Other Interview

Regardless of which technology is used, the interviewer is looking for quality responses. This includes being prepared with knowledge about the organization, your related strengths and having STAR stories ready. We also recommend that you dress for the interview the same way you would in-person.

Practice

Interviewing is a skill that we learn and develop throughout our careers. It's helpful to practice what you are going to say in advance. You can set-up a practice interview with the Career Centre, including practice Skype interviews

Tips for During the Interview

Scenario One: Live Interviews (e.g. you can interact with the employer)

- Speak clearly and make eye contact with the camera
- Smile! Video interviews can make it difficult to show your friendly and confident side and a genuine smile goes a long way.
- If you are unsure of the question (e.g. if they speak too quickly or it's complicated), feel free to ask them to repeat the question.
- Avoid making distracting noises (don't type on your computer or shuffle papers).
- You can have notes in front of you, as long as you keep them out of the view of the interviewer and glance at them periodically (not regularly) – maintaining solid eye contact is important.
- Speak slowly as the employer will likely be taking notes and you want it to be easy for them to record all of the great things you are saying.
- Have a few questions prepared to ask the employer

Scenario Two: Recorded Interviews

These are interviews where you are going online to answer a set of questions that are being recorded. Typically, you will not be able to stop the interview mid-stream (e.g. you will be answering all of the questions in one sitting). Usually, you will have about 30 seconds to prepare your answer to any question.

In addition to the tips listed in scenario one:

- Read the question carefully to make sure that you are answering the correct question
- Glance at the countdown clock (if there is one) periodically to make sure that you are staying on track but don't be too focused on it. Your goal is to provide quality answers to each question
- Take small breaks in between each question (most software allows you to click "ready" when you want the next question)

After the Interview

- Thank the interviewer for their time at the end of the interview.
- Write down all of the questions and answers and think about how you did and if there is anything you'd like to work on.
- Send a detailed and genuine follow-up thank you to the interviewer within 24 hours.

Resources:

- <https://biginterview.com/blog/2014/11/video-interview.html>
- <https://www.thebalancecareers.com/tips-for-a-successful-video-job-interview-2061348>
- <https://theundercoverrecruiter.com/video-interview/>
- <https://www.youtube.com/watch?v=rQwanxQmFnc>
- <https://www.youtube.com/watch?v=SCGkKhmJ2T4>

This resource was created in collaboration with the Rotman Career Centre and in consultation with the University of Toronto Mississauga MMI Program and the University of Toronto Mississauga Master's of Sustainability Program.

Dressing for Success

First impressions are really important whether you are going to an interview, attending a networking event, job fair or meeting with an employer for an information interview. One important part of first impressions is how you are dressed. Here are a few things to remember:

Basic Expectations

Each interview and event's expectations will be different. Before you attend an interview or event, take the time to research the expectations. We suggest that you dress a little better than the basic expectations so that you leave a good impression.

- **Interviews** Consider the organization and position for which you are interviewing. We recommend that you dress the way you would on the most important day of the job (e.g. meeting the CEO or most important client). If you are not sure about the dress code, you can visit the organization's website. If you have visited the organization before, think about how staff dress on a daily basis and model your outfit based on the best dressed person.
- **Networking Events.** Read the posted information carefully. Most events will mention whether they are Business Formal or Business Casual. Any event that is organized by the UTM Career Centre will clearly state the dress code.
- **Job Fairs.** While most job fairs are Business Casual, consider the position for which you are applying. If it typically requires a more formal dress code, you can consider being dressed in business formal attire.

Employment Laws

According to the Ontario Human Rights Commission

- "When setting out dress codes to meet business needs, employers should not rely on stereotypes or sexist ideas of how men or women should look. They should think about a range of clothing options. Dress code policies need to be flexible and include everyone, regardless of their sex, gender identity, race, disability, gender expression or religious faith. Employees should be able to choose from this range of options without pressure or coercion". These principles apply to all aspects of your job search and networking.

What is Business Formal/ Formal Dress?

Business formal tends towards more conservative. Both men and women should wear a clean, pressed, button down shirt with a collar. The shirt must be worn tucked in. This generally includes a jacket and closed toe shoes. For those who identify as male, a solid tie and belt are generally required.

What is Business Casual/Casual Dress?

Business casual is attire that is appropriate even for a chance meeting with the CEO, or your boss. This means clothing such as slacks or a skirt, a blouse or shirt (a tie can be worn) with a collar and closed-toe shoes. Some sweaters are also appropriate. It is not clothing you would wear to a club or for athletic purposes; as are baseball hats, flip-flops, jeans, and hooded sweatshirts.

Grooming Tips

- **Clothing Fit.** Clothing fit is extremely important. If you are unsure about fit, ask a friend or family member to take a look. You don't want your suit to be too snug or too loose. Minor adjustments such as adjusting sleeve length or taking in the back seam can yield impressive results. Most shopping malls have at least one tailor shop, and many dry cleaners offer alteration services as well. Ask for a cost estimate, and be prepared to try your outfit on, including shoes. If the cost is within your budget you may just find yourself with a perfectly tailored suit!
- **Hair.** Ensure your appearance is presentable and professional for your industry/work environment, including hair and facial hair. You are selling yourself so first impressions go a long way.
- **Deodorant, Anti-Perspirant.** Ensure that you take a shower and wear deodorant or antiperspirant.
- **Perfume, Cologne, & Body Spray.**
Many workplaces are implementing scent-free policies to ensure a comfortable work environment for everyone. It is best to avoid wearing cologne, perfume, or body spray fragrances for the following reasons:
 - the people you are meeting with may have allergies/sensitivities to fragrances
 - you don't know how big or ventilated the space is where you will be meeting
 - if you wear a scent frequently you may have become accustomed to it and not notice its strength
 - People may not be able to tolerate your company for very long regardless of how great you are; after you leave they may recall the scent of your perfume instead of your skills and charm. If you still choose to wear a scent, do so sparingly and ask for honest feedback on its strength before you leave the house.
- **Smoking.** Don't smoke prior to your interview or event. Tobacco odours linger in your clothing and hair, as well as on your skin.
- **Breath.** Make sure you have fresh breath. Do not chew gum. If you choose gum to freshen your breath get rid of it before you enter the building or meet anyone.

Other Tips

- **Tattoos.** If the workplace is conservative, consider how you will display your piercings or body art.
- **Piercings/Earrings.** If you have earrings or other piercings try to avoid dangling or oversized rings and stick to something small and discrete.
- **Cell Phone.** Pretend that it doesn't exist. Turn off your cell phone or place it on silent (not on vibrate) before you arrive at your event or interview. Do not place the cell phone on the table as though you are expecting a call, and do not take it out of your pocket or bag to check it. Give the other person your undivided attention. Leaving your phone in your pants pocket may cause it to fall out when you sit, so you may want to leave it in your bag or in your inner jacket pocket instead.
- **Bags, Padfolios, & Purses.** Depending on the situation, you may find that you need a place to store things that you bring with you to the interview, the meeting or event. Regardless of the event, do your best to avoid bringing a backpack; leave it in a locker or with a friend. A structured bag will make a better impression than one that is wrinkled. Aim for a professional padfolio, or professional-looking tote bag such as a nice laptop bag. If you have a purse, keep it small. The purse should be large enough to hold 8.5" x 11" papers and other items, but not much larger than that. The bag should not be too colourful, flashy or intricate. Stay away from bags that are woven, knit or straw as they convey a more casual feel. Appropriate materials include leather, or fake leather, or a finely woven fabric such as microfiber.
- **Umbrella and Outerwear.** Check the weather and be prepared. It would be disheartening to spend so much time preparing for your meeting, only to show up in a soggy suit because you forgot an umbrella! Don't take chances with interviews and opportunities that are important to you. You may wish to wear a coat or jacket of some sort if it's cold or raining outside. In this case, pick a jacket that is clean and in good shape. Generally, there will be somewhere to hang it up or you can lay it over the back of a chair.

Budget

Employers are aware that many students have a limited budget for clothing. You won't need to have more than one or two outfits for your interviews and events. You can also save money by mixing and matching clothes and by shopping at vintage clothing stores.

If you have any questions about this, please feel free to visit the Career Centre.

UTM Career Centre Services

INDIVIDUAL

- **Career counselling** (career exploration for direction, program choice, educational planning, planning for experience; staffed by professional career counsellors)
- **Employment strategies** (implementing career direction, targeting industries organizations, job search skill development; staffed by professional career counsellors and employment strategists)
- Same day **resume and cover letter critiques** (staffed by professional career counsellors and employment strategists)
- **Practice Interviews.** These are pre-booked appointments that allow you to practice what you will say during an interview and get feedback.
- **Career Assistants:** trained student staff, working in the Career Centre reception/resource area; assist students with their immediate career questions and link them to web & print resources, services, events

WORKSHOPS & SEMINARS (check our website for descriptions and upcoming dates)

Career Planning

- Graduate/Professional School Planning Seminars: Is Teaching in Your Future; Applying to Medical/Law School; Road to Graduate School; tailored sessions to academic departments often include a section on graduate school applications
- Career Planning for ... (e.g. Biology, Philosophy, Psychology, History and English); these tailored workshops may be offered in partnership with academic departments
- Your B.Sc. Under the Microscope
- Program Selection and Career Options (in partnership with Office of the Registrar)
- The Story of You

Work Search

- Finding Part Time Work
- Resume and Cover Letter (including specialized workshops for Economics, MBiotech, Geography, Environment, Bio, Visual Arts and others on request)
- Effective Interviews
- Now that I'm Graduating, What's Next?
- Networking (at employer events; general workshop on networking)
- Smart Job Hunting (for new grads)
- Finding Internships and Summer Jobs
- Get LinkedIn to Your Job Search
- For grad students: specialized series on career planning and job searching

EVENTS

- Get Experience Fair (September)
- Graduate & Professional Schools Fair (September)
- Get Hired: Summer and Full-time Job Fair (January)
- Networking & Panel Events
- Employer Talks and Round Table | Employer & Educational Information sessions

OTHER PROGRAMS

- Extern Career Exploration/Job Shadowing Program
- In The Field

RESOURCES/LIBRARY/WEBSITE

- **Website**
 - Careers by Major
 - Alumni Profiles
 - Career Panel Info Packages
 - Resume and Cover Letter Toolkit
 - News & Events (upcoming workshops, career fairs, info sessions, panels etc.)
 - Further Education section (applying to graduate and professional schools)
 - Job Postings (Full-time, summer, part-time, work-study, volunteer)
 - Access to E books on a range of career development topics; with tri-campus partners and UT Library
- **Print Resources**
 - Careers by Major (books and binders organized by major)
 - Career Descriptions
 - Employer & Industry Directories
 - Work & Volunteer Abroad
 - Work Search and Further Education Tip Sheets
- **Electronic** (through CLN)
 - Access to *Big Interview* – an online practice interview tool
 - Access to *Career Cruising* – an interactive Canadian web-based career program, available via Career Centre computers (explore by academic subject, interest, industry, job title)
 - Access to *Vault Online Career Library* – award winning career guides, employer research, industry overviews, occupational profiles
 - Access to *Going Global* – connect with opportunities and information around the world
 - Access to *Organizational Profiles* – see what types of positions the employer has advertised before to get a more details sense of the key skills and qualifications they seek.

KEEP IN TOUCH WITH US

- Check the monthly calendar for the latest events and workshops info

FACEBOOK, TWITTER, INSTAGRAM, BLOG

- Follow UTM Career Centre on Twitter, Instagram, like us on Facebook

ELECTRONIC JOB POSTINGS/EMPLOYMENT SERVICES

- Via the Career Learning Network (CLNx); includes:
 - Full time postings for graduating students and recent graduates
 - Summer, Part-Time, Volunteer, Internships (on and off campus)
 - Work-Study Positions (Sept and May)

Current students and recent graduates have access to any of the 3 U of T Career Centres for two years following graduation