

MODULE RECHERCHE D'EMPLOI

CV-RESUME

INTERVIEW

COVER LETTER

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IV. MODULE RECHERCHE D'EMPLOI

IV.1. FICHE TECHNIQUE

- Adapté aux niveaux : C1-C2 – B1-B2 (enregistrement entretien d'embauche)
- Objectif : Ce module présente les différentes phases d'une candidature dans un contexte anglophone.
- Ce module se compose de trois cours théoriques présentés sous forme de fiches suivies d'exercices d'application.
- Il est préférable de commencer par l'étude du cours puis de tester vos connaissances à l'aide des exercices correspondants. N'hésitez pas à imprimer les exercices.
- Vous trouverez dans les ressources complémentaires de ce module, les enregistrements sonores de l'intégralité du texte correspondant à l'entretien d'embauche.

IV.2. Cours - Sous-module Cv-Resume

IV.2.1. Présentation du module - RESUME/CV

Les modules suivants pourront vous être utiles si vous avez besoin de travailler en anglais. Nous commençons par vous donner des conseils pour la rédaction de votre CV en anglais :

- Comment rédiger son C.V., sa lettre de motivation et présenter sa candidature dans une langue étrangère.
- Ecrire son C.V. dans un style adapté.
- Choisir une forme de C.V. adaptée à son expérience professionnelle ainsi qu'au poste souhaité.
- Consolidation des bases lexicales et syntaxiques.
- Initiation au marché de l'emploi du pays intéressé.

IV.2.2. Le Curriculum Vitae Anglais & Américain

1. USA (Resume)

Every resume must identify and describe the writer. It **MUST** include:

- Your name, address and telephone number
- A description of your educational history
- A description of your work history
- Work-related honors or citations
- Publications, if any

It MAY also include:

- A summary of your qualifications
- Your job objective or career goal
- A capsule description of your work history
- Membership in any professional organizations
- Foreign languages
- Information on hobbies, only if they relate to your career choice or show personal success, such as an award or outstanding achievement
- Military service, if any
- Security clearance, if any
- Willingness to travel

It should NOT include the following information:

- Reason for leaving past jobs
- Past salaries or present requirement
- Personal data age, height, weight, marital status, number of children
- Health status
- Names of spouse or children
- A photograph
- Names and addresses of references

In general, the beginning of a British-style CV follows the American-style resume for the opening presentation of the candidate: e.g. first name followed by family name, full address, contact numbers, work experience, education and other skills.

However, when it comes to personal details, this is where the American-style resume and the British CV differ! The exact list of personal details you want to give may depend on your circumstances and what the job requires, but the list below will give you a guide.

Write "Date of birth:" followed by the day you were born then the month: e.g. "3 Feb 1980". Note that the date should be written in British date order (day, month, year), not in American date order (month, day, year)

Write "Nationality:" followed by your nationality e.g. "French".

Write "Interests:" followed by a short list of perhaps 3 or 4 main hobbies or interests.

Do not list anything which you would not be happy to discuss at an interview. Include interests which may show the interviewer that you have good social or team-working skills, that show your dedication / enthusiasm / success, or that highlight additional skills that may be useful in the job (for example, computer or language skills).

IV.2.3. Les styles

Although every resume should contain a brief, concise summary of your work history and educational background, the style and approach differ in the arrangement of this information.

Several different styles co-exist. However, the chronological style tends to be the most effective and requested approach to writing and reading resumes.

There are 5 different styles of resumes/CVs

- Chronological (Historical)
- Functional
- Amplified
- Creative
- Electronic

2. The Chronological

The name says it : all this approach is in chronological order. The facts are presented in reverse chronological order, starting with the most recent and moving back in time, valid for both work experience and studies.

This approach should be brief and limited to no more than two pages.

3. The Functional

This approach emphasizes the applicant's qualifications and abilities, and rejects the chronological order of events, instead providing an analysis of particular professional strengths, skills and abilities.

Since it highlights the skills and not so much the position, this style is particularly adapted for those who have frequently changed jobs and for those looking for a career change.

Names of employers and dates are omitted in the resume/CV. The body of the resume should consist of four or five paragraphs, each one heading a particular area of expertise or involvement. Skills should be listed in order of importance- this order can be defined according to your current job objectives.

4. The Amplified Resume/CV

This approach is rather weak, because, as its name implies, there is a lot of information. This style easily fills more than two pages.

The important information can easily be lost among the less essential details. However, this approach gives both a general overview of your background as well as gives an expansive, detailed description.

The essential personal information remains the same. However, in the job descriptions, a short paragraph describes the duties and responsibilities for each position.

This approach works best when job responsibilities are not evident in the job title, or if the work experience has been long and varied.

While the amplified resume/CV has its advantages, it is generally recommended not to use this style.

5. The Creative Resume/CV

This creative approach: e.g. a resume/CV that uses artwork, illustrations, cartoons, resembles a passport or is wound up like a scroll, may catch the employer's attention, but unless you want to break into a creative field, these original approaches do not usually sustain enough interest to be really effective.

Resumes/CVs written in this style are usually difficult to read, unprofessional and impossible to file.

6. The eResume/CV

Selected Resume/ CV Resources on the Web

There are many websites that offer advice on how to write a resume (USA) or CV (British).

Check the search engine's (AOL, Yahoo, Google) resume resources and commercial resume services for a larger idea of what is expected on a resume.

IV.2.4. No Franglais

Make sure to translate anything that is culturally specific. The following French terms should be translated into (country-) appropriate English.

- Baccalauréat: = Equivalent to GCE 'A' Levels (UK)/ French High School Diploma (USA)
- Mention très bien = with honors
- Avec mention = with distinction
- BTS = no equivalent in the UK or USA, so explain the diploma with a sentence such as: "a two-year vocational degree in 'X'."
- DEUG = no equivalent in the UK (see BTS); however, in the USA it is equivalent to an Associate's Degree (abbreviated as AA- avoid abbreviations on your CV/resume).
- Classes Préparatoires = intensive undergraduate studies to prepare competitive entrance exams for French higher educational establishments where business, engineering and political sciences, or any other subject such as French literature are taught to a very high standard.

IV.2.5. Ressources supplémentaires

7. Word list Action words

IV.2.5.1.1. Action words

The following is a list of effective action words and key phrases that may help you organize your resume/CV

Achieve	Conceptualize	Engineer
Act	Conduct	Enhance
Administer	Consolidate	Enlist
Advise	Contribute	Ensure
Allocate	Convert	Evaluate
Analyze	Coordinate	Expand
Approve	Counsel	Expedite
Assess	Create	Facilitate
Assign	Decrease	Finalize
Attain	Delegate	Forecast
Audit	Demonstrate	Found
Balance	Design	Generate
Calculate	Develop	Guide
Chair	Devise	Head
Clarify	Diagnose	Identify
Classify	Direct	Improve
Coach	Document	Implement
Collaborate	Draft	Initiate
Compile	Edit	Inspect
Compose	Eliminate	Install
Conceive	Enable	Institute

Instruct	Select
Integrate	Sell
Interview	Simplify
Investigate	Spearheaded
Introduce	Specify
Market	Start
Maximize	Simulate
Monitor	Streamline
Motivate	Strengthen
Negotiate	Supervise
Obtain	Survey
Orchestrate	Teach
Organize	Test
Overhaul	Train
Oversee	Translate
Plan	Troubleshoot
Prepare	Upgrade
Present	Verify
Prioritize	Write
Produce	
Project	
Promote	
Propose	
Quantify	
Recommend	
Reconcile	
Recruit	
Reduce	
Reorganize	
Research	
Resolve	
Revitalize	
Schedule	
Screen	

IV.2.5.1.2. Key phrases

- Interaction with
- Instrumental in
- Innovation resulted in
- Proven track record in
- Experience involved/included
- Successful in/at
- Specialized in
- Expertise in
- Experienced in all phases/facets
- Knowledge of/experienced as
- Extensive training
- Familiar with
- Proficient/competent in
- Initiated contact with
- Temporarily assigned to
- Direct control
- In charge of
- Provided technical assistance
- On a regular basis
- Acted as liaison for/between
- Worked extensively with

Education

2000 - City University, Birmingham, UK
Bachelor's Degree in International Relations

Other Skills

Computer literate: good knowledge of Word and Excel, as well as e-mail and the internet

Common European Framework of Reference (CEFR): French Level A2 in speaking and writing and Level B1 in reading and listening comprehension

Personal Details

Date of Birth	6 January 1975
Nationality	British
Interests	Visiting museums, playing golf

9. RESUME US samples

SAMPLE AMERICAN RESUME

Scarlette King
239 Wilber Ave
Chicago, IL 60601
+(312) 866-2066
sking@loa.com

EXPERIENCE

July 1999-Present

Production Manager, Highlights for Children, Chicago, Il.
Serve as liaison between the Editorial and Sales Departments.
Responsibilities include the overall preparation and layout of two major trade publication, including annual directories.
Design and makeup of ads and reprints, complete follow through of advertising materials, insertion orders, and knowledge of printing schedules and full responsibility for printing/production costs.

March 1997-
May 1999

Assistant to the Coordinator, United Association of Newspaper Copywriters, Indianapolis, IN. Entire process of applicants and potential members; presenting their work to the Board of Trustees
for financial acceptance to the Association.

June 1994-
April 1999

Sales Secretary, Media Management, South Bend, IN. Handled secretarial duties and expansion into overall participation in circulation and production responsibilities. Varied functions in this position included proofreading; handling of insertion orders, advertising material; and billing.

EDUCATION

Bachelor of Arts from Indiana State University (1994)

SKILLS

- IBM, Macintosh, windows, WordPerfect, Excel, Power Point and others
- Common European Framework of Reference (CEFR)
Spanish Level B2 in speaking and writing
Level C1 in reading and listening comprehension

IV.2.6. Liens directs internet

10. Tips for the general public

IV.2.6.1.1. Selected Resume/ CV Resources on the Web

There are many websites that offer advice on how to write a resume (USA) or CV (British). Check the search engine's (AOL, Yahoo, Google) resume resources and commercial resume services for a larger idea of what is expected on a resume.

Susan Ireland's Online Resume Writing Workshop

Ireland offers tips for solving problems in every section of the resume.

- <http://www.susanireland.com/eresumework.htm>

IV.2.6.1.2. Resume Writing- Special Situation

Massachusetts Division of Employment & Training outlines tips, and gives samples, for handling situations such as career changing, employment gaps, disabilities, homemakers returning to work, incarceration and self-employment history.

- <http://www.mass.gov/Edwd/docs/pdf/jobSeekers/1865.pdf>

IV.2.6.1.3. Resume Calculator

The author of The NEW Perfect Resume, Tom Jackson, has an online quiz to help you select the best resume format for your job search situation.

- http://www.careervictory.com/resume_calculator/rescalc01.asp

IV.2.6.1.4. Sceptical Resume Reader Tells How He Really Thinks

CareerJournal article by Douglas Richardson gives excellent tips on how to survive that first scan by an impressive employer.

- <http://www.careerjournal.com/jobhunting/resumes/20010730-richardson.html>

IV.2.6.1.5. Resume Tips for Everyone

Yana Parker, author of several books on the subject of resume writing, shares some advice on the art of resume writing.

- <http://www.damngood.com>.

IV.2.6.1.6. Preparing Your Resume and Posting it Online

A Step-by-step guide to creating an e-resume.

- <http://www.rileyguide.com/eresume.html>

IV.2.6.1.7. CareerJournal.com Resumes & Cover Letters

Articles and advice from The Wall Street Journal online site.

- <http://www.careerjournal.com/jobhunting/resumes/index.html>

IV.2.6.1.8. Electronic Resumes

The Online Job Application: The Riley Guide

- <http://www.rileyguide.com/eresume.html>

IV.2.6.1.9. Rebecca Smith's eResumes & Resources

- <http://www.eresumes.com/>

IV.2.6.1.10. First jobs

Getting Started Creating Your Resume

- <http://careeractioncenter.edcc.edu/jobsearch/resume/CreatingYourResume.php>

IV.2.6.1.11. Putting Volunteer Work on Your Resume

- <http://www.serviceleader.org/new/volunteers/articles/2003/04/000052.php>

IV.2.6.1.12. Your Resume Guide

- <http://www.missouribusiness.net/career/resume.asp>

IV.2.6.1.13. How to Uncover Your Special Skills and Talents

- <http://www.damngood.com/jobseekers/skills-adults.html>

IV.2.6.1.14. British CVs

Write a CV/curriculum vitae/resume (British style) in UK/Britain

- www.ukstudentlife.com/Work/CV.htm

IV.2.6.1.15. Professional CV writing services by Bradley CVs UK

- www.bradleycvs.co.uk

IV.2.6.1.16. Free CV advice and tips by Alec.co.uk

- www.alec.co.uk

IV.2.7. Tips for CV/RESUME from JOBWEB.COM

For additional information see the JobWeb.com website for the following topics:

- Resumes
- What is a resume?
- How to prepare an effective resume
- Action words
- Sample resumes
- Sample internship resume
- What employers want
- More...What employers want
- More articles on resumes
- Resumes—by The Writing Center, Rensselaer Polytechnic Institute
- What do employers really want in a resume?—Wendy S. Enelow
- It Takes More Than Just a Great Resume—Pamela J. Holland
- Your Guide to Resume Writing
- Resume Data base Nightmare: Job Seeker Privacy at Risk
- Preparing Your Resume for the Internet and Posting it Online—Margaret Dikel
- Tips for Creating a Global Resume or CV—Mary Anne Thompson
- Sample Academic Curriculum Vitae—Harvard University School of Public Health

See the JobWeb.com website :

- http://www.jobweb.com/Resumes_Interviews/default.htm

11. Sites de Remise à niveau pour le CV

Votre niveau d'anglais correspond aux niveaux B2 – C1 – C2 selon les critères du Conseil de l'Europe.

Pour mieux vous préparer à travailler en anglais, rien ne vaut une remise à niveau avant d'écrire votre CV en anglais ou de passer un entretien d'embauche dans la langue de Shakespeare. Nous vous conseillons les sites suivants :

- http://www.univ-paris12.fr/65602919/0/fiche___pagelibre/
- <http://www.lexpress.fr/reussir/dossier/cv/dossier.asp?ida=379330>
- <http://www.agrojob.com/comment-faire-un-cv-en-anglais.asp>
- <http://anglais.linguistmail.com/cv-anglais.html>
- <http://www.llsh.univ-savoie.fr/lea/Perdrieau/cv.htm>
- <http://www.voanews.com/specialenglish/>

IV.3. Cours - Sous-module Interview

IV.3.1. Présentation du module

IV.3.2. Entretien d'embauche - Job Interview – Introduction

Après avoir envoyé votre candidature, vous avez obtenu un entretien avec le DRH. Le document suivant peut vous être utile pour préparer votre entretien d'embauche en anglais.

12. A two-way street

An interview is a two-way street: it allows you to gain insight into the job or the internship and the organization, and it enables the employer to determine if you have the skills and abilities needed to be an effective member of his/her organization.

You can make the most of that opportunity by being prepared, presenting a professional demeanor and describing your qualifications well.

There are several types of interviews which you may encounter:

- The “group” interview in which you may be interviewed by two or more company representatives simultaneously.
- The “stress” interview in which the interviewer tries to upset you on purpose to see how you react under pressure.
- The “unstructured” interview in which the interviewer is not given instructions on what specific areas to cover.
- The “structured” interview which is very common and is the basis of most traditional interviews. The interviewer will use predetermined questions to compare your experience and skills to specific job tasks.
- The “screening” interview designed to determine if you have the basic qualifications to warrant a subsequent interview.
- The “situational” interview designed to simulate common problems you may encounter in the job.

IV.3.2.1.1. BEFORE THE INTERVIEW

Prepare in advance. Preparation is critical in conveying a positive image. There are several steps to take in order to prepare yourself:

Know yourself!

Evaluate your skills, abilities, education and interests as they relate to the type of job you are seeking. Consider your strengths and weaknesses. Define your long-term goals.

Know the employer and the field.

Get to know the company, its organization, products or services, hierarchical structure and location. Get as much information as you can before the interview.

Practise for the interview.

Find someone to role play the interview with you. Use a mirror or a video camera when you role play to see what kind of image you project.

Assess your interviewing skills and work on correcting your weaknesses.

Review interview questions with a friend. Assess your over-all appearance.

Dress professionally (men usually a dark blue or black suit; women a woman's suit or a trouser/pants suit, neutral makeup tones and no costume jewellery) in order to use your appearance to enhance the image of responsibility that you want to communicate.

IV.3.2.1.2. DURING THE INTERVIEW

Be on time! Never be late for an interview. To ensure the impression is positive, remember that words and mannerisms will affect the image you project.

Messages are conveyed during the interview by positive nonverbal communication. Accordingly, when you greet someone, smile warmly and shake hands firmly.

Maintain steady eye contact and demonstrate your interest and enthusiasm through active listening skills (occasionally nodding your head to show the speaker that you understand what is being said).

Never use the interviewer's first name unless you are invited to do so and do not sit down until the interviewer does. Always have extra copies of your CV/resume with you for the interview.

Verbal communication skills are also essential. Listen carefully to what is being asked and use clear, concise answers. Avoid giving vague answers. Ask for clarification if you do not understand a question.

Use proper standard grammar and an equally correct register of speech (avoid slang or familiar expression).

IV.3.3. Job interview - 3 phases

Most interviews are structured interviews with a traditional format which consists of three phases:

13. The introductory phase:

The first impression should be positive since it can influence the rest of the interview and can even determine whether you get the job. Try to appear relaxed and confident. Try asking questions right after the greeting and small talk but always phrase your questions in a way that leaves control with the interviewer. But, you may want to wait until the interviewer has given an overview of what will be discussed.

14. The middle phase:

You will be asked many questions about your education, skills, work experience, activities and interests. All your answers should be concise and perfectly adapted to the questions. You should illustrate your point with specific examples whenever possible.

Here is a list of possible interview questions and suggestions to help get you started formulating a response:

- Tell me about yourself:

Briefly describe your academic achievements and professional experience. Ask yourself “What are the 5 points that I want this person to know about me”.

- What are your major strengths?

Do not just talk about your strengths (working under pressure, being organized, tenacious and hard-working); rather, relate them to the position and let the interviewer know you are a qualified candidate

- What is your greatest weakness?

Do not just describe it. Remember to mention the strategies you propose for dealing with it.

- What do you see yourself doing five years from now?

Such a question is designed to help the interviewer know if the jobseeker will be happy in that position, or if he or she wants to work in it only as long as it takes to find something “better”.

- What do you know about our company? Why do you want to work here?

This is where your research on the company will be helpful.

- What is your greatest accomplishment?

Try to find a specific illustration from your academic or professional work.

- Why should we hire you?

Highlight your background based on the company's needs and recap your qualifications. Talk about how your education and past experience have prepared you for the job.

- Why do you want this job?

This is where your personal motivation must come across convincingly.

- Do you work well under pressure?

This type of question usually tries to probe your ability to overcome obstacles in a stressful professional situation.

- What are your salary requirements?

If asked such a question, try to convey flexibility. If you are pushed to quote a figure, go higher, but within realistic boundaries. Remember, the best time to discuss earnings is after you have been offered the job.

Usually, towards the end of the interview, you will have the opportunity to ask your own questions. Some of the questions might include:

- What are the company's current challenges?
- Could you give me a more detailed job description?
- Where will this job fit into the organizational structure?
- Could you describe a typical assignment?
- Are there opportunities for advancement?
- To whom would I report?
- How do you train employees?
- When may I expect to hear from you?
- How have you conducted your search?

15. The closing phase:

Highlight any of your strengths that have not been discussed. Find out whether another interview is to be scheduled, whether you should provide additional information and when a hiring decision will be made. At the end of the interview, thank the interviewer for taking time to meet with you.

16. After the interview

Make notes as soon as possible about the points you discussed with the interviewer. Write down the name and the title of the interviewer. Make sure to send a thank you note within 24 hours to the interviewer for the time and consideration given to you. A brief, simple, hand-written letter which shows enthusiasm for the job is standard when dealing with English-speaking companies. If you were not told during the interview when a hiring decision would be made, place a phone call after a week.

IV.3.4. Job interview - Dialogue

Le dialogue dans le document suivant vous donnera une meilleure idée de ce qui se passe et se dit lors d'un entretien d'embauche en anglais.

Joe Lamron arrives at Sell It Software Inc's (Incorporation's) main offices for a job interview. Below is what transpires from the moment he walks in the door until the moment he leaves.

Candidate (speaking to the front desk personnel): Good morning. My name is Joe Lamron. I have an 8 o'clock meeting with Ms Bakan.

Front desk personnel: One moment please. I'll see if she's arrived yet.

(speaking into the phone) Ms Bakan, there is a Mr., (speaking to Joe) excuse me, what did you tell me your name was?

Candidate: Lamron, Joe Lamron.

Front desk personnel: (speaking into the phone) A Mr. Lamron is here to see you.

(Speaking to Joe while hanging up the phone). Please wait here while Ms Bakan comes down to escort you to the company office. You can have a seat over there (pointing to a row of chairs in the waiting area).

Candidate: Thank you.

After a 5-minute wait, Ms Bakan arrives. They shake hands.

Interviewer: Good morning Mr. Lamron.....I'm Ms Bakan.....I'm the director of Human Resources here at Sell It Software Inc, thanks for coming.

Candidate: Good morning Ms Bakan.....It's a pleasure to meet you.

Interviewer: Let's just go up to my office. It's right this way.

They take the elevator up to the sixth floor and she leads the way to her office; he follows her trying to pick up clues about the company's corporate culture along the way.

Interior: Ms Bakan's office

Interviewer: Please sit down.

As the candidate sits down, he begins to speak before he's totally comfortable in his chair.

Candidate: What an inspiring view of the city. Are all the company offices located in the same building?

Interviewer: Unfortunately, I don't have much time for enjoying the view, but I am lucky that I have some good natural light for most of the day. We have Human Resources, and the Executive Department Heads on 4 floors located in this building. Then there's Marketing, R&D, and Accounting, they're in other buildings, but that can all be explained later. So, why are you looking for a job?

Candidate: Well, I'd like the opportunity to work in a larger company, which I feel gives me more opportunities to explore my professional development. Currently, the company I'm with now has about 250 employees and is nationally based, while Sell It Software Inc has I believe about 2000 people working together, and is an international company.

Interviewer: Yes, we have just over 2000 employees worldwide. How do you know about SISI?

Candidate: I first came across SISI (*Sell It Software Incorporation*) when I was researching an article during my studies, but to be honest, at that time I didn't really pay attention to it, because I'd never heard of it before. I thought that it wasn't a big player in the market, so it didn't seem interesting.

Then SISI began to interest me, as the name kept on appearing alongside the names of some companies I was already aware of, and that intrigued me. So, I looked up the company on the internet. I liked what I read about how the founders started it up as a sub-contractor to one national company, and how their first office was on a kitchen table in a rented apartment. I've followed the growth of SISI, and watched it grow

from a national company to an international company in the last three-and-a-half years.

I think that the company will keep expanding, as the numbers have shown a continuous healthy growth as compared to some of the dips the competitors of SISI have experienced.

I think that it has shown itself as an innovator of new products, and has an adventurous spirit that can turn investors' heads. I heard that SISI is planning on opening up an office in Dubai next year, aren't they?

Interviewer: Yes, that seems to be part of the growing spirit in the company. I see that you are currently employed, and when would you be available?

Candidate: I would need one month's notice.

Interviewer: OK. I've read your CV, but why don't you tell me a little bit about yourself.

Candidate: Sure. I studied at the University of Alberta, in Edmonton, and I completed my degree in (Information Technology) IT engineering, just over three years ago. My work experience has been in the petroleum industry, in Calgary, mostly in engineering software for resource cyclelife solutions.

I've worked on two main projects of designing programmes for collecting almost real-time data, and improving cost control of oil and gas wells.

I've also had the opportunity to represent the company at a tradeshow. I realized that I have an interest in marketing, and I wanted to pursue that interest. So, I've started the MBA programme through the University of Athabaska. It's a correspondence programme, and I work on it mostly on the weekends, and sometimes in the evenings after work.

Also on the weekends, of course I enjoy getting together with my family and friends, for relaxing, and joking around. I was part of a theatre group last year, but now with the extra MBA work, I've set that aside.

I also volunteer once a month at a local swimming pool. We offer swimming support to people with visual impairments. I completed my lifeguard training when I was 16 years old.

I speak English, Ukrainian, some Arabic, and a bit of French. Is there anything I've mentioned that you'd like to know more about?

Interviewer: I'm interested to know, how did you learn your Arabic?

Candidate: One of my friends who I was in swimming with is originally from Kuwait. So, we used to joke around a lot, and say things to each other in our native languages. Later, in university, I took some classes.

Interviewer: Interesting! What are your short and long-term goals?

Candidate: In the short term, I'd like to continue working in the field of information technology engineering, but not just in the petroleum industry, and also to finish my MBA in the next year.

In the long-term, I'd like the challenge of moving into marketing software, and into the international marketplace where I can use my skills, and develop myself professionally.

Does SISI encourage movement between departments?

Interviewer: We feel that it's a good idea for people to be given the opportunity to fulfil their professional development, and we'd certainly encourage it with the right credentials backing up each candidate's application for each new posting, but we certainly couldn't guarantee a fulfilment of every chosen career path. It sounds like you're on the right track.

What do you see as your weaknesses?

Candidate: Well, from the past, I know that sometimes I can be a very nervous person, like when I have to speak in front of others. I found that working with the theatre group helped me to get over being in front of an audience. It helped with learning breathing techniques, visualisation, and relaxation exercises.

Also, while I enjoy working on a team, sometimes I can just be nervous, and I know now that some people might interpret that in the wrong way, and they think that maybe I'm not interested, or not paying attention, so I've started to make an effort to remember to acknowledge that I'm listening.

Sometimes, I can lose track of the time, like the hours go by, but it only feels like 30 minutes, and now, I review my schedule a few times a day, just to make sure I'm not losing time, and I'm not afraid of staying late to finish the job either.

Interviewer: Yes, well, sometimes the clock does run away on us all. What do you think your former boss and colleagues would say about you?

Candidate: I know that they would say that I'm a hard worker, and that I'm willing to do anything to get the job done, and work well even under a lot of stress. And, I know that they'd say that I'm very good at what I do, and they enjoy working with me, but that sometimes I can be a bit of a scatterbrain, and they'd laugh. I know that, because they've already told me.

Interviewer: Of course, I see. It's always healthy to have a good chuckle. Please describe your ideal boss.

Candidate: Sure. I see the boss as someone who leads the team, who's willing to be honest, and accepts the strengths and weaknesses on the team, and who tries to find a balance between the two.

I also think that a boss is someone who displays confidence in the team, and trusts the team members to have their own ideas, who leaves them enough space to work independently, but doesn't totally abandon them.

I think the boss is someone who has a lot of responsibility and experience, and that's why that person has the position, because he or she is well-balanced, and serves as an example, but like everyone else, the boss isn't perfect either.

Interviewer: What do you think sets you apart from the other candidates?

Candidate: I believe that some of my experiences and qualifications set me apart. For example, I understand the time and dedication it can take to engineer a system, and I can work under pressure, both financially, and within a timeframe.

One project I worked on didn't have any pre-configured modules, so we had to design the modules, and then customize them for the client, all within a severe time restriction, but we completed it on time. We received a bonus at the end of the year for our work, and we were all really surprised, because we weren't expecting it.

I also, think that my ambition to complete an MBA along with my engineering degree will set my qualifications apart since it's not very common. I am willing to relocate upon a moment's notice. I keep up-to-date with the latest technologies, and trends, since it's such a fast paced industry.

Finally, I enjoy a good competition. It's like in swimming, I like a good race, but I'm never going to leave anyone alone in the water.

Interviewer. What were some of the best and worst aspects of your former jobs?

Candidate: One of the worst things was that the equipment was a bit old, so sometimes it was hard sitting in an uncomfortable chair all day, and not knowing if the printer was always going to work. While it didn't stop us from working, it could just cause some extra stress when we needed to print something quickly, but most of the time we'd just joke about it.

To me the people are always one of the best aspects, since we spend a lot of time together, and in such close quarters. I think it's important to be able to laugh together to relieve the pressure, and also know when to be serious. I like the challenge of meeting a deadline. Would I be facing the same situation here?

Interviewer: I can assure you that we try to keep our equipment as modern as possible, and we are very concerned about the health of our employees as we understand the cost of having people absent from their posts.

We also have some social activities for our employees, and certain perks, so we can get to know each other a little more, in a comfortable setting where we can let our hair down and relax. What are your salary requirements?

Candidate: Well, I'd like to know more about what the job would entail exactly on a technical level, because I believe some work is more difficult than others, and therefore deserves to be compensated differently. I'm willing to discuss these details. As for a figure, I'd say between 32 thousand and 38 thousand a year, and then I guess it would depend on bonuses and benefits too.

Interviewer: Well, that's something that we could discuss later. I have some other candidates to see, and then I'll be speaking with the director of the ITE department.

We'll make a decision on who we'd like to come back for a behavioral interview. We'll certainly notify you by telephone within the next week about the behavioral interview, and by letter if your candidature has been turned down completely.

We'll also speak to you about references at that time.

Candidate: Is the director the person I would be reporting to directly?

Interviewer: Yes, that's correct, his name is Mr. Roe.

Candidate: Is Mr. Roe also the person in charge of training?

Interviewer: Yes, that's right. So, we'll certainly be in touch Mr. Lamron, and thank-you for coming today.

Candidate: Thank-you for inviting me Ms Bakan.

They are standing now, and they shake hands.

Interviewer: Would you like me to show you out?

Candidate: No, that's fine. I can manage. Have a great afternoon.

Interviewer: Thank-you, and the same to you. Good-bye, Mr. Lamron.

Candidate: Good-bye, Ms Bakan.

The candidate goes downstairs to the lobby of the building where he writes down some notes about the interview.

IV.3.5. Liens directs internet

17. Tips for job interviews from JOBWEB.COM

For additional information see the JobWeb.com website for the following topics.

Interviews :

- 10 Steps to a Successful Interview
- Facts to Gather Before Interviewing
- Handling Illegal Questions
- Interviewers' Favorite Questions
- Handling Disability Questions
- A Student's Guide to Interviewing With Third-Party Recruiters
- More articles on interviews

More Information on Interviewing:

- Playing Fair
- Information on Interviewing
- Ten Tips for Letting Federal Employers Know Your Worth: English or Spanish
- Interviewing by Hiatt Career Development Center, Brandeis University
- Job Interviews by Wendy S. Enelow
- Ten Tips for Interviewing
- Learn how to greet people from other nations using a free tool from Aquent.

See the JobWeb.com website:

- http://www.jobweb.com/Resumes_Interviews/default.htm

IV.4. Cours - Sous-module Cover Letter

IV.4.1. Introduction - Cover letter - lettre de motivation

Une fois la rédaction de votre CV en anglais terminée, il faut rédiger la lettre de motivation qui l'accompagne. Les modules suivants vous donnent des conseils pour la réussir.

IV.4.2. How to write a letter

18. LAYOUT

You should always lay your letter out carefully, leaving a margin of at least 15mm to 20mm between your writing and the edges (top, bottom and sides) of the writing paper.

Typewritten letters of application are generally preferred in English-speaking countries.

19. YOUR ADDRESS AND DATE

Your address should appear on the letter even if the person you are writing to already knows it.

It should include your flat or apartment number, the post or zip code, and the name of your country if your correspondent lives abroad.

If your letter is hand-written you should put your address on the right-hand side at the top of the page.

Although, most letters should be typewritten. In type-written letters, the address is found on the right-hand side of the page or along the top of the page.

The date should be written a line or two below the address on the right. In type-written letters it often appears on the left.

There are various ways of writing the date: 15 January 2007 or 15th January 2007 or January 15th, 2007 or 15/01/07 or 15/1/07. In the USA the figure for the month is written first: 1/15/07.

When in doubt, it is best to spell out the month in order to avoid confusion.

Your telephone number(s) and e-mail address can be put either at the top on the left-hand side or between the address and the date.

20. REFERENCE NUMBER

A business letter often contains a reference number- this is used to help secretarial staff to link a reply to the original letter or to the relevant file or appropriate person or department.

The initials of the person who wrote the letter are often included in such a number- for example: Our ref: GJH/0630/AM or Our ref: CMB/2703/FR

Such references are usually found on the left-hand side of the letter near the top, but below any telephone number.

21. When you reply, you should write:

Your ref: GJH/0630/AM or Your ref: CMB/2703/FR in the same place at the top of your letter.

IV.4.2.1.1. THE ADDRESSEE

In business and formal letters, the name and the address of the addressee should appear on the left, a line or two below the level of the date.

When writing to friends or relatives in English, you should leave out such details.

IV.4.2.1.2. THE GREETING

Almost all letters in English begin “Dear”. If you know the person’s last name/family name or title (Ms, Dr, etc), you should use it: e.g. “Dear Dr. Jenkins,”; “Dear Ms Curtis,”; “Dear Mr. Karson,”; “Dear Mrs. Mae”. Do not use either initials or first names with the last/family name in such greetings.

If you are writing to “The Manager”, “The Principal”, or you do not know the addressee’s name, you should start with “Dear Sir” (for a man), “Dear Madam” (for a woman) or “Dear Sir or Madam” (if you are not sure of the sex of the addressee).

Do not forget the comma “,” after the greeting.

When writing to a friend you should use his or her first name: e.g. “Dear Erick”; “Dear Kadie”.

IV.4.2.1.3. THE ENDING

English letter endings depend on the form used in the opening of the letter. Common endings are:

formal letters – no name UK

OPENING

ENDING

Dear Madam,

Yours faithfully,

Dear Sir,

Dear Sir or Madam,

formal letters- with name U.K.

Dear Mr. Bowels,

Yours sincerely,

Dear Dr. Covel,

Dear Ms. Daniel,

formal letter – no name USA

Dear Sir or Madam,

Sincerely,

Dear Madam,

Dear Sir,

formal letters- with name USA

Dear Mrs. Ritchie,

Sincerely,

Dear Mr. Skeens,

Dear Dr. Osyer,

If you know the correspondent you can include a brief message just before the ending:
e.g. “With kind regards,”; “With best wishes,” ; “Best regards”.

informal letters- where the first name is used

Dear Chris(tian)

With love, OR

Darling Charlotte,

Yours, OR

My dear Madison

With much love

Occasionally, you may see “Yours truly” in letters you receive. Know that this ending is seldom used these days.

Additionally, if your signature is hard to read, you should also print it in **BLOCK CAPITAL LETTERS**.

IV.4.3. How to write a cover letter

22. Useful hints on how to write cover letters

Your cover letter should be a carefully polished gem that grabs a reader's attention and improves your chance of receiving an interview.

If you are applying for a writing-related position, you can be sure that your words will count. Savvy recruiters will evaluate your writing carefully for clarity and how well you will fit into the corporate culture.

If you are seeking a management job where written communication is a key to your success, you can bet that your cover letter will be scrutinized for its content and readability.

The higher the position, the more your letter can help, or hurt, your chances of being invited to the interview.

23. Building a cover letter

What are the steps to creating a letter that will compliment and add genuine value to your resume? Your letter must be concise. Since recruiters spend about 10 seconds on each resume, they often do not read the cover letters. If they do, they look for information they can absorb quickly.

Letters longer than one page are too long. Use minimum words to provide maximum information. Consequently, it is wise to start with a draft that you revise until only words that are vital to its content remain.

Keep your sentences short and clear. Make your message stand out by writing paragraphs that are easy to see, brief and usually between 5 to 10 lines. Focus on outcome when assessing your work experience: what occurred, how much and how many.

Showcase your role in the company: did you work on your own, as part of a team, as a team leader.

Remember that time frames count: what were the dates and lengths of your job or internship, did you work full-time or part-time.

Value your experience: leadership positions, extracurricular activities, internships. Use concrete examples. Illuminate your resume, do not repeat it.

24. The First Paragraph

The first paragraph of your letter should state how you learned about the job opening. Most companies keep records of which sources are best at attracting promising candidates. If you saw the job in a classified advertisement, mention the newspaper and date the ad appeared.

State your objective and the specific position you are seeking. Recruiters work too rapidly to guess your objective. To say that you are applying for a “management position” is too general.

If you have researched the company, be sure to mention why you are interested in it. Alluding to its products, philosophy or reputation, coupled with sending the letter to the appropriate recruiter, gives you an opportunity to stand out from the crowd.

If you know someone at the company, feel free to mention that person. However remember, your acquaintance with a director or manager can help, or hinder, your search.

Drop a name only if the person appreciates your work and will speak highly of your abilities. You should also get advance permission to use your contact's name.

25. The Second Paragraph

Cover letters must provide customized information beyond what is in your resume. “Value added” is the buzzword these days.

How can your cover letter add value to your resume? Write about some of your soft skills, such as team-building, being a self-starter and organizational abilities. Cite a specific reason why you are the ideal candidate for the position, then customize your letter to prove your point.

Recruiters would rather read about actual accomplishments than see recycled stock phrases such as “excellent communication skills”. They want specifics about your achievements.

For example, to illustrate your communication skills, you might mention a presentation you have delivered previously.

Using lists or bulleting for your relevant accomplishments is another way to highlight your experience.

The following example provides a readable way to match your qualifications with the position's required criteria:

Employer's needs	My qualifications
Prefer MBA with business degree	MBA, BA
Minimum of two years of practical experience	Two years of part-time employment in a business environment
Marketing experience	Designed and implemented a campaign
Excellent communication skills	Adept at public-speaking and writing

26. The Closing Paragraph

Before closing your letter, tell the recruiter you will follow up to confirm receipt of your resume and set an interview appointment, if appropriate.

Employers often are impressed by candidates who show initiative and perseverance. Unless you have been told not to call, taking this action may increase your chance of gaining an interview.

Persistent enthusiasm will generally take you farther than benign neglect.

27. Final thought

Where does your cover letter belong when you are e-mailing resumes? Your best bet is to include your cover letter as part of the text.

A letter and resume sent as one document will reach the destination intact.

Most recruiters value resumes more than letters; however, a clear, concise, carefully tailored cover letter often can tip an employer's scales in your favour and help you land an interview.

IV.4.4. SAMPLE COVER LETTER RESPONDING TO AN ADVERTISEMENT

27, Place Jean Mace
69007 Lyon
+33 4 39 55 63 21

5 December 2006

Box 7796
Houston Chronicle
2106 Prince Street
Houston, TX 77008

Dear Sir or Madam,

I am applying to your advertisement of this date offering a position as Franco-American consultant for your company.

As my resume demonstrates, I have my Master's Degree in Euro-American Studies and have been working as a consultant in socio-cultural affairs for an important mid-sized French company for the past 4 years. In this capacity, I have developed a means for French companies to integrate better their American subsidiaries through Continuing Education programs. The direct result of these programs has yielded higher levels of productivity and fewer interoffice and intra-office quarrels.

Please contact me at your convenience to explore my background further.

I thank you for your time and consideration regarding my candidacy.

Sincerely yours,

SIGNATURE

Henri DuPont

IV.4.5. Evaluations intermédiaires - exercices interactifs

28. Exercice - Lettres - formes verbales - cover letter exercise

Complétez la lettre suivante avec la bonne forme verbale, préposition ou expression.

72, rue Benjamin Delessert
69007 Lyon

31 January 2007

Mrs. Pilar Hammond
Human Resources Director
Zona@Inc.es
Calle Valverde, 7
28004 Madrid
Spain

Dear Mrs. Hammond,

I _____ (write) to express my interest in the Marketing Editor position that _____ (advertise) in the 30 January 2007 issue of Libertad Digital. The possibility of _____ (be) considered for this position by Spain's leading online opinion paper _____ (be) a real honour for me. I _____ (enclose) a copy of my CV for your consideration.

My marketing background _____ (include) 10 years of professional experience with various mid-sized companies, most notably with the internet-based start-up Dire-la-Actualité from 1999 to 2004, where I _____ (be in charge) of _____ (develop) the marketing of the site. I _____ (be) responsible _____ (preposition) hiring, training and managing the sales representative. Additionally, I _____ (devise) an initiative _____ (who/which) allowed the company to consolidate the positions of

Head of Marketing and Copywriter Director into one and accordingly save over 10,000€ and run more efficiently by eliminating a costly level of the hierarchy.

After having conceived this idea, it _____ (become) my responsibility to develop and implement strategies and plans in support of the sales and editing staff. When I _____ (leave) Dire-la-Actualité, both productivity and sales under my responsibility _____ (be up) by over 7 per cent.

Last month, I _____ (invited) to a congress in Valencia organized by El Pais where I _____ (present) in Spanish my original innovation to an audience of over 2000 participants in the field of new technology communications and marketing.

I sincerely hope that my candidacy is of interest to you and that an interview _____ (modal verb + be) scheduled at your convenience.

_____ (modal + YOU have) any further questions or need additional information, please _____ (feel) free to contact me at the address or telephone numbers indicated on my application.

I _____ (look forward) to _____ (meet) with you soon.

Yours faithfully,

Bernard Safina

29. Solutions - Exercice - Lettres - formes verbales - cover letter exercise

Dear Mrs. Hammond,

I AM WRITING to express my interest in the Marketing Editor position that WAS ADVERTISED in the 30 January 2007 issue of Libertad Digital. The possibility of BEING considered for this position by Spain's leading online opinion paper WOULD BE a real honour for me. I HAVE ENCLOSED a copy of my CV for your consideration.

My marketing background INCLUDES 10 years of professional experience with various mid-sized companies, most notably with the internet-based start-up Dire-la-Actualité from 1999 to 2004, where I WAS IN CHARGE of DEVELOPING the marketing of the site. I WAS responsible FOR hiring, training and managing the sales representative. Additionally, I DEvised an initiative WHICH allowed the company to consolidate the positions of Head of Marketing and Copywriter Director into one and accordingly save over 10,000€ and run more efficiently by eliminating a costly level of the hierarchy.

After having conceived this idea, it BECAME my responsibility to develop and implement strategies and plans in support of the sales and editing staff. When I LEFT Dire-la-Actualité, both productivity and sales under my responsibility WERE UP by over 7 per cent.

Last month, I WAS INVITED to a congress in Valencia organized by El Pais where I PRESENTED in Spanish my original innovation to an audience of over 2000 participants in the field of new technology communications and marketing.

I sincerely hope that my candidacy is of interest to you and that an interview MAY/MIGHT/CAN/COULD BE scheduled at your convenience.

SHOULD YOU HAVE any further questions or need additional information, please FEEL free to contact me at the address or telephone numbers indicated on my application.

I LOOK FORWARD to MEETING you soon.

Yours faithfully,

Bernard Safina

30. Exercice - Lettre A – prépositions

Complete the following sample business letter with the appropriate missing prepositions.

68, rue Marc Séguin Apt 101
75018 Paris
France

26 October 2006

The Personal Manager
PNY Technologies
49 Crossing Lane
Eatonville WA 98328
USA

Dear Madam,

I wish to apply _____ one _____ the six-month internship offered _____ your company _____ university students. By July _____ this year, I will have completed four years _____ a five-year course _____ marketing studies _____ the ABC Business School _____ Paris, France.

I am applying _____ this training period with your company because you are involved _____ overseas marketing, a field which I find very interesting and _____ which I wish to work once I have completed my studies. Living _____ the United States would give me the opportunity _____ work _____ English.

As you will see _____ my C.V., a copy _____ which is enclosed _____ your consideration, I have already passed the TOEIC and

the advanced levels of the examination _____ Spoken English for Industry and Commerce _____ the London Chamber of Commerce and Industry.

Yours faithfully,

Béatrice Barthel

31. Solutions - Exercice - Lettre A – prépositions

ANSWERS TO WRITING EXERCISES

EXERCISE A

- applying FOR one OF
- offered BY your company FOR
- July OF...four years OF
- course IN marketing studies AT
- IN Paris, France
- applying FOR
- involved IN
- IN which I wish to work
- IN the Unites States...TO work ON English
- see IN/ON my CV...a copy OF
- FOR your consideration
- IN Spoken English
- BY the London Chamber of Commerce

32. Exercices - Lettre B - formes verbales

BUSINESS LETTER WRITING EXERCISE B

Make all the changes and additions necessary to produce, from the following sets of words and phrases, sentences which together make a complete letter.

- EXAMPLE: I be very surprised/ receive/ letter/ you this morning
- RESPONSE: I was very surprised to receive your letter this morning.

55 rue Pajol
75018 Paris

24 November 2006

The Personnel Manager,
Sterling Paper
1621 Miltwood Rd.
Columbus, Ohio 43227
USA

Dear Sir,

I write/ reply/ your advertisement/ yesterday's Columbus Dispatch.

In it you say/ you look/ assistant/ good computer skills who be fluent/ English French.

I just complete/ two-year bi-lingual training course/ business school/ Paris.

At/ end/ course I pass all/ examinations/ good marks.

Before I start it/ I spend/ year/ England/ live/ English family.

While I be there/ I learn / speak English fluently.

I have/ green card/ thus to be able to work/ United States.

I be very grateful/ you send me more information about/ job/ application forms.

I look forward/ hear/ you

Sincerely,

David Lefvebre

33. Solutions - Exercices - Lettre B - formes verbales

ANSWERS - EXERCISE B

I am writing to reply to your advertisement in yesterday's Columbus Dispatch.

In it you said that you were looking for an assistant with good computer skills, and who was fluent in English and French.

I have just completed a two-year bi-lingual training course in a business school in Paris, France. At the end of the course I passed all the examinations with good marks. Before I started, I spent a year in England living with an English family. While I was there, I learned to speak English fluently. I have a green card and thus am able to work in the United States.

I would be very grateful if you sent me more information about the job and application forms.

I look forward to hearing from you,

Sincerely,

Beatrice Barthel

34. Exercice – Business

BUSINESS LETTER WRITING EXERCISE C

Find the appropriate English equivalent for each French word or expression

1. j'ai pris bonne note de	A. in the near future
2. puis-je vous rappeler	B. you are entitled to
3. faisant suite à	C. I have duly noted
4. vous avez droit à	D. I would be grateful if you would kindly
5. à mon avis	E. please accept our apologies for the delay
6. nous vous tiendrons au courant	F. may I remind you that
7. nous ferons le nécessaire	G. I acknowledge receipt of
8. sous pli séparé	H. further to
9. veuillez excuser le retard	I. in my opinion
10. dans un proche avenir	J. unless we hear from you to the contrary
11. veuillez confirmer par écrit	K. we shall/will keep you informed
12. sous huitaine	L. we shall/will take necessary action
13. selon vos instructions	M. under separate cover
14. je vous serais reconnaissant de bien vouloir	N. kindly/please

15. j'ai le regret de vous informer	O. within a week
16. je vous accuse réception de	P. kindly/please confirm in writing
17. pièces jointes	Q. I regret/ am sorry to inform you
18. je joins	R. enclosures/attachments
19. sauf avis contraire	S. According to/in accordance with your instructions
20. veuillez	T. I have enclosed/am enclosing

EXERCISE C

1 C

2 F

3 H

4 B

5 I

6 K

7 L

8 M

9 E

10 A

11 P

12 O

13 S

14 D

15 Q

16 G

17 R

18 T

19 J

20 N

IV.4.6. Ressources supplémentaires

35. Cover letter - Sample

SAMPLE COVER LETTER RESPONDING TO AN ADVERTISMENT

27, Place Jean Mace
69007 Lyon
+33 4 39 55 63 21

5 December 2006

Box 7796
Houston Chronicle
2106 Prince Street
Houston, TX 77008

Dear Sir or Madam,

I am applying to your advertisement of this date offering a position as Franco-American consultant for your company.

As my resume demonstrates, I have my Master's Degree in Euro-American Studies and have been working as a consultant in socio-cultural affairs for an important mid-sized French company for the past 4 years. In this capacity, I have developed a means for French companies to integrate better their American subsidiaries through Continuing Education programs. The direct result of these programs has yielded higher levels of productivity and fewer interoffice and intra-office quarrels.

Please contact me at your convenience to explore my background further.

I thank you for your time and consideration regarding my candidacy.

Sincerely yours,

SIGNATURE

Henri DuPont

IV.4.7. Liens directs internet

36. Cover letter sur Jobweb.com

LETTRE DE MOTIVATION

COVER LETTER

- **JOBWEB.COM**

For additional information see the JobWeb.com website for the following topics:

- Cover Letters and Other Documents
- Cover Letters—by The Writing Center, Rensselaer Polytechnic Institute
- Letter Writing Guide—The Florida State University
- How Do You Handle a Salary History Request?

See the JobWeb.com website :

- http://www.jobweb.com/Resumes_Interviews/default.htm