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## UNIT 2 WRITING A CV, COVER LETTER, ACCEPTANCE & REFUSALS

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### Structure

- 2.0 Objectives
- 2.1 Warm up
- 2.2 Reading & writing
- 2.3 Language Focus
- 2.4 Writing
- 2.5 Grammar
- 2.6 Answers



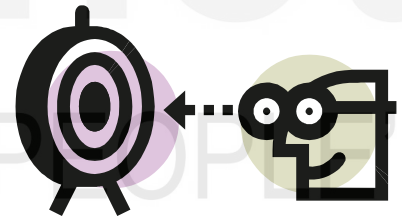
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### 2.0 OBJECTIVES

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In this unit you will learn about:

- The importance of a Curriculum Vitae (CV) and Job Applications
- the format and structure of a CV
- how to write a Curriculum Vitae
- how to write job applications
- how to write a brief profile of yourself
- how to write:
  - requests for reference letters
  - acceptance letters for jobs
  - resignation letters
- useful vocabulary for CVs and employment related letters
- words describing work and responsibilities
- Grammar : action verbs



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### 2.1 WARM UP

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Here is a statement followed by a question that can make you reflect on the topic of this Unit.

Your CV is your ticket to an interview where you can sell yourself!

What is it that you sell to the selection panel or interviewer when you present yourself at a job interview?

### 2.2.1

#### Curriculum Vitae



The term Curriculum Vitae is a Latin term that means ‘the way your life has run’ and a CV is a personal statement that tells the employer what you have done so far in your life in terms of qualifications and experience. A CV usually consists of contact information, education, experience, skills and personal interests. It should present a well-rounded picture of you.

A CV serves an extremely important purpose of highlighting your value to the employer.

When you prepare your CV, keep in mind that at the time of your job interview your prospective employers will have a copy of the CV with them. This will provide them with the framework to guide your job interview. Hence ensure that you prepare the CV in such a way that you are able to defend it before the interview panel.

Now that you understand the importance of the CV, you would also realize that it is essential to spend time and effort in drafting it. Although standard formats are recommended for CVs, it always helps to be a little creative. Remember to be concise and to the point, but at the same time make sure that you include all the facts that are relevant and important.

To begin with, consider the layout of your CV. Visual presentation is an important aspect of your document, so do not ignore it. You would obviously use a computer and it is advisable that you use all the features of Word to your advantage. Do not overuse capitals. They should be limited to the heading. Also use the bold typeface as well as point sizes effectively. The subheadings of your CV should be smaller than your main heading. If you have further divisions under subheadings you could use a still smaller point size or features like underline. Another important thing is justification. It is helpful to use justify which means aligning text to left and right margins. This gives a neat block like look to the CV and your lines don’t hang on one side. Also use good quality paper and ensure that the quality of printer is satisfactory, which means the printout must not be smudged, blurred or too light as that would look untidy and cause undue strain to the reader of your CV.

Before you begin to write your CV it would be useful for you to spend some time thinking about yourself and making notes. Take a look at the given structure of a CV and note the subheadings under which information is generally presented. This will help you to organize your materials.

## Preparing for a Job

### Name

Address  
Telephone  
Cell Phone  
Email

### Personal Information

Date of Birth  
Place of Birth  
Citizenship  
Visa Status  
Gender  
Marital Status

### Employment History

*List in chronological order, include position details and dates*

Work History  
Positions  
Research and Training

### Education

If you wish to make an impact with your CV it can be achieved by thinking very carefully about yourself and what you have done in the past and believe you could do in the future, given the right opportunity.

You can begin by thinking and making notes about these four areas:

- experience
- interests
- skills
- personal qualities



There are various ways in which you can do this. What's given here is only one possible way to do it. Whichever approach you choose, however, make sure that you make detailed notes of your ideas – even if you think they may not be relevant. Also, keep all your lists and sheets of notes 'open'; go back to them from time to time and make sure that you haven't missed anything out. This preparation stage is essentially one of brainstorming. Selection and organization of information come later.

**Experience:** Many people find it easier to start with this, because it is the most concrete and fact based. Your notes on your experience should certainly include:

- education
- any professional training
- periods of employment – include part-time jobs and those which didn't last very long, as well as 'proper' jobs
- any voluntary work you have done

**Interests:** You might wonder why you should consider your personal interests when preparing a job application. After all, these are the things you do in your spare time when you are not working. Interests are relevant for a number of reasons:

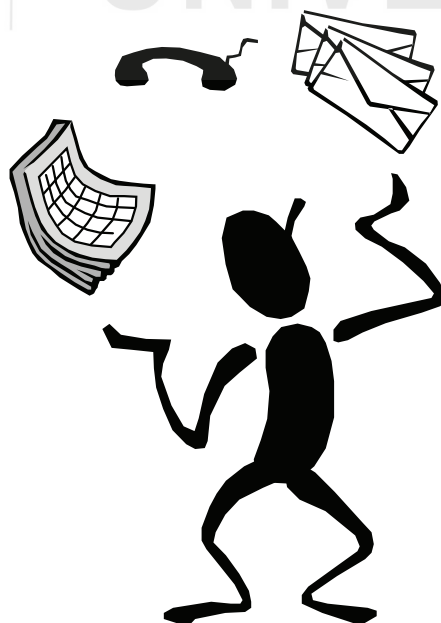
- your interests are a reflection of your personality, and your personality is very relevant for your employer.
- They frequently indicate skills you have which are not currently used at work.
- They often have a bearing on why you are interested in particular types of employment.

**Skills:** Your notes on your experience should provide you with useful clues when it comes to listing your skills. Look at each of the different phases of your life so far and ask yourself:

- Which skills did I use here that I already had?
- Which skills did I improve on or consolidate?
- What new skills did I learn?

In addition, think about your leisure time interests: perhaps these also involve useful skills which may be relevant to a job application.

Here are examples of some of the skills you can indicate:



## Preparing for a Job

- Communication skills : written & verbal
- Interpersonal skills
- Teamwork skills
- Analytical skills
- Computer skills
- Public speaking
- You could also include skills like:
- Organizing events
- Making presentations
- Trouble-shooting
- Giving advice

Don't be too concerned at this stage about whether the skills you list are relevant. That can come later. For now write them all down.

**Personal qualities:** This is the area that many people find most difficult; they are unhappy talking about themselves and their qualities because they feel it is boastful to do so. They may also find it quite difficult to step back and look at themselves objectively. On the other hand, if you don't tell a potential employer about your personal qualities, who will?

It is sometimes difficult to begin such a list, so here are some qualities to start you off. Write down any which you think apply to you, and then add others of your own. For each one you choose, make sure that you can think of incidents in your own life and work experience that give evidence of them.

- Adaptable
- Accurate
- Creative
- Conscientious
- Competent
- Decisive
- Self-motivated
- Self-confident
- Imaginative
- Thorough
- Receptive
- practical
- Can work under pressure
- Dependable
- Energetic
- Enterprising
- Resourceful
- Dedicated
- Mature
- Methodical
- Objective
- Positive
- Persevering
- Self disciplined
- Sense of humour

## Turning your notes into the final CV

Now that you have detailed personal notes, you are all set to write out your CV. The next step is to organize your information in a systematic way. Remember that your CV must include a summary of your educational and academic backgrounds, research experience, work experience, awards, honors, affiliations, skills, interests and other details.

These days many applicants include a brief profile (three or four lines maximum) to state their career focus and/or aims and perhaps evidence of two or three main strengths, in their CVs. The profile should state who you are, what your goal is and what you wish to achieve.

Take a look at this profile of a fresh applicant given as an example:

Highly motivated Commerce Graduate with a consistent first division and experience in co-organising successful campus events as part of the Commerce Club; participated in projects in Accounting and gained useful experience during Internship with Unilever.  
Looking for a challenging job in accounting.

### Check Your Progress 1

You are now ready to take a look at what the finished CV actually looks like. To do this, you must first fill up suitable subtitles in the given Curriculum Vitae. They are given in jumbled order in the box below:

Interests	Work experience	Personal
Education	References	
Skills	Co-curricular activities	Profile
Extra curricular activities		Projects

### Curriculum Vitae

1 \_\_\_\_\_

**Name:** Deepika Sharma

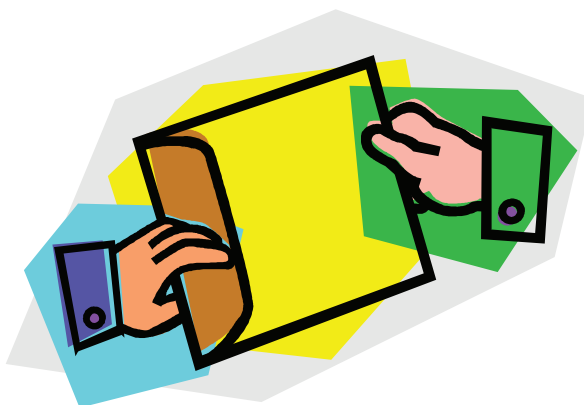
**Date of Birth:** 8 September  
1988

**Nationality:** Indian

**Address:** 45 A Sector, Shakti  
Nagar, Bhopal, 462022

**E mail:** dhara.taneja@hotmail.com

**Telephone:** 0755 2586456



**Preparing for  
a Job**

2 \_\_\_\_\_

An enthusiastic and responsible Under Graduate in Commerce, with good oral and written communication skills with part time experience in the Insurance Sector. A hardworking and motivated team worker, with good social competence and ability to persuade and convince people. Looking for a challenging position in the Insurance sector.

3 \_\_\_\_\_

2008 -2011	B Com with Economics	Excel Institute Bhopal	Ist Division
1991 – 2008	Primary to Higher Secondary School	St Teresa’s Institute Bhopal	Ist Division
2009 – 2010	Certificate Course in Computer Accounting	RGI	Evening Batch

4 \_\_\_\_\_

Projects: Won special appreciation for project on Educating Rural Sector on Benefits of Insurance

5 \_\_\_\_\_

Sports: Basketball – District level

Member of Organizing Committees for several cultural events

6 \_\_\_\_\_

Summers of ICICI Lombard Insurance as Trainee in Health Insurance 2010 & 2011

7 \_\_\_\_\_

Strong customer relations

Interpersonal skills

Computer proficiency

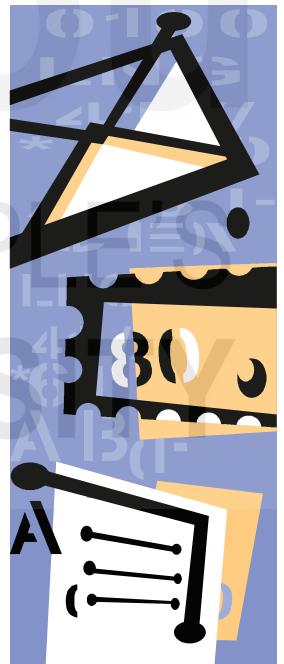
8 \_\_\_\_\_

Sports: Basketball, swimming

Cultural: Member of Spic Macay – an organization that promotes traditional art and culture

9 \_\_\_\_\_

1. Ms Anila Lal, HOD Commerce, Excel Institute, Bhopal 462012; Tel : 0755 2457903





2. Mr R Andrews, Senior Manager, ICICI Lombard, T T Nagar, Bhopal  
462005; Tel : 0755 2488345

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**Now match your answers with the Key.**

### Writing Task 1

**Now write out your own CV by substituting the information given under different heads with information about yourself.**

#### 2.2.3

#### Letter of Application

The CV must be accompanied by a Job Application or what is also known as the Covering Letter. The CV is a document that you would write and keep ready for all companies or institutions where you apply, whereas a job application is a document that you would write individually for each company or institution. The emphasis of the CV is 'you', on the other hand the emphasis of the job application is the company where you are applying. You need to let the company know how you can meet **their** requirements. Instead of copying from samples of application letters given in books or on websites, it is a good idea to write out your own customized application letter. You may use the samples for guidelines and clues on how to go about writing these letters, but the final product must be your own. Make sure that you keep a copy of your letter for your own record and reference.



A job applicant generally writes job application in one of these situations:

1. in response to an advertisement
2. posting your CVs online or sending them to Job Boards or recruitment Agencies
3. an unsolicited application in a situation where he / she wants to be considered for a job if and when there is a vacancy
4. a situation where he / she learns from someone about a vacancy which has not yet been advertised

The most common situation is the first one, where you apply in response to a job advertisement. The role of the application letter is to draw a clear connection between the job you are seeking and your qualifications listed in your CV. Through the letter you should match the requirements of the job with your qualifications, emphasizing how you are suitable for that job.

A job application is as important as Curriculum Vitae and must be carefully drafted and neatly written out. In this letter you should:



## Preparing for a Job

- Confirm that you wish to apply and mention the post and advertisement /state that it is an unsolicited application / mention that you have learnt there is a vacancy - whichever of these is applicable to the situation
- State why you are interested in the position or the organization and relate your interests with that of the company.
- Present your work experience, education, training and skills briefly, to enable the reader to see the connection between your qualifications and the requirements for the job. Highlight your relevant skills and experience which make you a suitable candidate. Refer to the CV that has more detailed information
- End positively offering to provide any further information and expressing the hope for an interview. In the last paragraph of the application letter, you can indicate how the prospective employer can get in touch with you.

These four points should be the four paragraphs of your job application. Remember that paragraphing is extremely important for a clear organization and structure of your application.

### Check Your Progress 2

#### Job Application

Complete this application letter using the correct form of the following words:

interest	employ	complete	match	learn	deal
ability	appreciate	enclose			

246 Mahavir Apartments  
Malviya Nagar  
Bhopal 462014

8 August 2018

Mr Saurabh Khanna  
Manager HRD  
Bajaj Allianz Insurance Pvt Ltd  
256 Nehru Nagar  
New Delhi

Dear Sir

I am an under graduate in Commerce, \_\_\_\_\_ in the post of Junior Executive advertised in The Times of India, dated 1/08/18

At present I am \_\_\_\_\_ part time as a trainee with ICICI Lombard, Bhopal where I have \_\_\_\_\_ one year. Having worked in the insurance industry for a year, I believe I have \_\_\_\_\_ the basics and I now wish to take up a full time job in Insurance. Bajaj Allianz is a known name in this field and I am sure I will find the work at Bajaj both challenging and satisfying. You are looking for junior executives, who can help promote life insurance in the rural sector of MP and that is my specific area of interest. The job you are offering \_\_\_\_\_ my personal and professional interests.

As you will notice in my \_\_\_\_\_ C V, I have a good knowledge of English and Hindi, which gives me an advantage in \_\_\_\_\_ with rural customers. I am a highly motivated, hard working and responsible worker. My colleagues and friends often \_\_\_\_\_ my \_\_\_\_\_ to get along with all kinds of people. I am sure my socializing skills along with my ability to communicate effectively in English and Hindi would be extremely relevant and suitable to the needs of your organization.

I look forward to the opportunity of an interview.

Yours faithfully

Mr Neelabh Trivedi

## Writing Task 2

**Using the above sample as a guide, write out a job application in response to a vacancy that you can locate in the area of your interest and qualification. Compare your application with the given sample. Use the language input given in section 2.2.3 to write the application.**

### 2.2.4

#### Speculative Job Applications

An effective way of gaining entry to work is by sending in your application even when no vacancies have been advertised. This is done on the presumption that when the prospective employers need someone they will consider your application. You may also do this when you learn from somebody that a company is looking to employ people. So do not always wait for a job advertisement. You have nothing to lose from such a job application.

## Preparing for a Job

What you can do is:

- Identify employers who recruit people with your degree; who might be interested in your qualifications and / or your skills.
- For this you must be tuned in to such employers. The internet is a good place to start. Learn about the company, their organizational structure, trends in your field etc,
- Find out the name of the person you need to send your CV to and address your application accordingly.

Ensure that your letter states clearly what you are looking for - a job, work experience, project work - along with what skills and experience you have to offer. If you are primarily looking for a summer job or an internship during a gap between your studies, or just an opportunity to gain experience, it must be mentioned clearly in your application. Joining a company as an intern, part timer or for work experience can be a useful way to open doors, network and gain references.

- Follow up your letter with a telephone call to show that you are sincerely interested and see if you can arrange a meeting to discuss job possibilities, review your application, or make contacts.
- It always helps to make contact with people from the area where you wish to work. Ask people, including lecturers or past students, for contacts who may know of opportunities in a particular sector.

## 2.3 LANGUAGE FOCUS

### 2.3.1

#### Beginnings of covering letters:

I am writing to apply for.....

I am applying for.....

I am interested in the coordinator position advertised in .....

I am very much interested in the entry-level position advertised.....

I read with interest your advertisement for ..... positions at .....Company.

#### Speculative / unsolicited job applications

I have recently learnt that you are looking for.....

I have learnt that you have a vacancy in.....



I believe that you are looking for.....

### Other useful Language

I would appreciate your consideration for this job opening.

Enclosed is a copy of my CV.....

I am enclosing a copy of my CV.....

Additional information about my experience and suitability can be found in my enclosed CV.

### Closing statements

Thank you for taking time to review my CV.

I will be thankful for the opportunity of an interview.....

Thanks for your consideration. I look forward to hearing from you soon.

I look forward to the opportunity of an interview.

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## 2.4 WRITING

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Besides a CV and Job application, one is required to write a whole lot of other letters at different stages in the process of looking for a job. In the earlier section of this Unit you have learnt about CV Writing, including how to draft a brief profile of yourself, as well as Job Applications or covering letters.

### 2.4.1

#### Reference letters

Reference letters play a very important role in the process of recruitment.

Before you mention someone as a referee in your CV you might need to write to the person asking if you can mention him / her as a referee in your CV. The first letter in this section will make you familiar with this process. This is a guided task where the clues provided will help you along.

**Write a letter to a professor asking him / her if you can mention him / her as a referee in your CV and whether he / she will be willing to provide a reference for you when needed.**

Include the following points:

- a reminder of who you are (professors teach hundreds of students and should be able to remember who you are)
- request for permission to name him / her as a referee
- inform them about where you are applying – it could be an Institute of Higher Education or a business organization

**Now compare your letter with the sample given in the key.**



### 2.4.2

#### Follow up letter to a Job Application

If you have not had a response to your job application, you can consider writing a follow up letter to find out about the status of your application. Take a look at the given example.



**The date and address of the applicant and Mr Gehlot have not been included in the sample. They must be included in your letter.**

Dear Mr. Gehlot

I submitted a letter of application and a CV earlier this month for the position of Junior Insurance Executive advertised by your company in the *Times of India*. I have not yet had any response from your office.

I am very interested in working in your Company and I believe I have suitable skills and experience for the kind of work you expect from junior executives.

If necessary, I would be glad to resend my application or to provide any further information you might need. I can be reached anytime at 0986256435 or [khalid.hussain@gmail.com](mailto:khalid.hussain@gmail.com). I look forward to hearing from you.

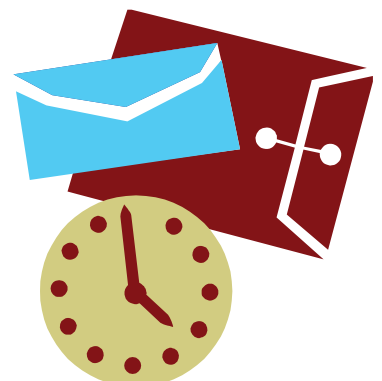
Thank you for your consideration.

**Read the above letter carefully. Now imagine that you have not received any response from a company where you sent in your job application and CV. Write a follow up letter to the Employer and then compare your letter with the above sample.**

### 2.4.3

#### Responses to an Appointment Letter

You have already been informed in Unit 1 of this block about the need to write a Thank you letter for



any interview that you face whether at a Job Fair or in a Company office.

When you receive an offer for appointment, commonly there could be two possible responses to such an offer. You either accept the offer or refuse it.

Here is an offer of appointment from a company where you appeared for a job interview.

**GIS Insurance**

258 Nehru Nagar  
New Delhi 110019  
Tel: 91 011 26018563  
E mail: gisinsurance.del@sancharnet.in

8 August 2019

Dear Ms Satinder Kaur

**Offer of Appointment**

Thank you for attending the interview on 20 July 2019. I am pleased to offer you the post of Junior Executive in our Sales Division at a starting salary of Rs 15,000 per month. You will be required to join duty on 1 December 2019.

As discussed, office hours are from 9.30 am to 6 pm, Monday to Friday. You will be entitled to 2 weeks of annual paid holiday. The terms of employment have already been explained to you. We will be glad to give you any other information you may need with regards to your appointment.

Please confirm acceptance of this appointment in writing and that you can take up this duty from 1 December.

Yours Truly

Malcolm Lobo  
G M, HRD

**A. Imagine that you are Ms. Satinder Kaur. Write a letter of acceptance to Mr. Malcolm Lobo. Now compare your response with the sample answer in the key.**

On the other hand you could be in a position where you have had a better offer from some other company. Or perhaps, you do not live in Delhi but in a small town in MP, and because of your mother's illness it is not possible for you to take up work out of town at this moment of time. In such a situation

you would need to write a letter of refusal. Be brief, polite and to the point. At the same time, it is a practice to state the reason for refusal, though sometimes you may not find it convenient to do so.

**B. Draft a letter of refusal to the same offer letter given above and then compare your answer with the one given in the sample. The following points will help you to structure your letter:**

- **Thank Mr. Lobo for the offer**
- **Use a buffer statement**
- **Give reason for refusal**
- **Close positively**



**Now compare your letter with the sample given in the Key.**

## **2.5 GRAMMAR**

Action verbs can help you to describe your participation in college activities or work experience. Out of the given choices identify the suitable action word to complete the given sentences.

1. While at work I \_\_\_\_\_ new challenges .  
a. encourage      b. maintain      c. enjoy  
d. do
2. As a student I \_\_\_\_\_ several important college functions and events.  
a. created      b. controlled      c. developed      d. organized
3. In the general office the secretaries \_\_\_\_\_ all word processing and typing.  
a. handle      b. expedite      c. assist      d. organize
4. I can \_\_\_\_\_ with difficult customers without losing my patience.  
a. talk      b. handle      c. look after      d. deal
5. During my internship I \_\_\_\_\_ the skill of working as part of a team.  
a. gained      b. learnt      c. made      d. achieved
6. In my final year of college I \_\_\_\_\_ actively in extra-curricular activities.  
a. implemented      b. created      c. participated      d. started





7. I \_\_\_\_\_ the role of team leader in a group project in my final year of B Com.  
a. acquired      b. acted      c. played      d. managed
8. I was successful in \_\_\_\_\_ the interest of many villagers in the life insurance scheme of our company.  
a. generating      b. producing      c. devising      d. creating
9. My work in the insurance sector \_\_\_\_\_ interaction with many illiterate people in the villages.  
a. consisted      b. managed      c. involved      d. had
10. Sales persons should be able to \_\_\_\_\_ customers politely.  
a. convince      b. satisfy      c. speak      d. talk

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## 2.6 ANSWERS

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### Check Your Progress 1

1. Personal    2. Profile    3. Education    4. Projects  
5. Extracurricular activities    6. Work experience    7. Skills    8. Interests  
9. References

### Check Your Progress 2

Initiated      executed      directed      re designed      launched  
Assumed      Formulated      Earned

### Check Your Progress 2

Dear Sir

I am an under graduate in Commerce, interested in the post of Junior Executive advertised in The Times of India.

At present I am employed part time as a trainee with ICICI Lombard, Bhopal where I have completed one year. Having worked in the insurance industry for a year, I believe I have learnt the basics and I now wish to take up a full time job in Insurance. Bajaj Allianz is a known name in this field and I am sure I will find the work at Bajaj both challenging and satisfying. You are looking for junior executives who can help promote life insurance in the rural sector of MP and that is my specific area of interest. The job you are offering matches my personal and professional interests.

As you will notice in my enclosed C V, I have a good knowledge of English and Hindi, which gives me an advantage in dealing with rural customers. I am a highly motivated, hard working and responsible worker. My colleagues and friends often appreciate my ability to get along with all kinds of people. I am sure my socializing skills along with my ability to communicate

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effectively in English and Hindi would be extremely relevant and suitable to the needs of your organization.

I look forward to the opportunity of an interview.

Yours faithfully

Mr Neelabh Trivedi

**Check Your Progress**

**2.4.1 Write a letter to a professor asking him / her if you can mention him / her as a referee in your CV and whether he / she will be willing to provide a reference for you when needed.**

Dear Madam

I am a former student of your faculty of Commerce. I was an Under Graduate student at the RNT College from 2008 to 2011. You may recall that I was in constant touch with you during my studies and also did my project under your guidance in my Final Year of B. Com.

I wish to name you as a referee in my Curriculum Vitae and would like to request for your permission to do so.

I am applying for jobs in Insurance in the private sector.

I look forward to your positive response to my request.

Yours Sincerely

Amita Sen

**2.4.2**

**A. Letter of Acceptance**

Dear Mr. Lobo,

Thank you for your letter of 8 August 2019 offering me the job of a Sales Executive at GIS Insurance.

I will be glad to report for duty on 1<sup>st</sup> September at 9.30 am.

I eagerly look forward to working in your company.

Yours Truly

Ms Satinder Kaur

## B. Letter of Refusal

Dear Mr. Lobo

Thank you for your letter of 8 August 2019 offering me the job of a Sales Executive at GIS Insurance. It was a difficult decision to make, but I have already accepted a position with another company.

Thank you for taking the time to interview me and share information on the opportunity and the company

Once again, I'd like to express my gratitude for the offer.

Thank you for your consideration.

Yours Truly

Ms Satinder Kaur

### Check Your Progress

#### Grammar 2.5

1. c    2 d    3 a    4 d    5 b  
6 c    7 c    8 a    9 c    10 a

ignou  
THE PEOPLE'S  
UNIVERSITY