

### MOBILES:

**Once your search for work begins, your phone becomes a business tool. That means you need to treat it differently from this point on.**

- **Firstly** (and most importantly), if you are hoping to get a job **YOU NEED TO ANSWER YOUR TELEPHONE!** A prospective employer is not going to keep trying your number – they will move onto the next person on the list and you don't want to be missing out on interviews.
- **Secondly**, voice mail can be a lot of fun but, if you're looking for a job, you need to keep a professional image.
  - ✓ Make it clear, brief and to the point so the employer knows it's the correct number.
  - ✓ THE FUNNY, PERSONAL GREETINGS YOUR FRIENDS AND FAMILY LOVE MAY PUT OFF A POTENTIAL EMPLOYER.
  - ✓ We recommend the following:  
*"Hello, this is (your name). I'm not available to take your call, but if you leave your name, number and a short message, I will get back to you as soon as I can. Thank you."*
- **Thirdly**; be efficient. If an employer catches you at an inconvenient time and you can't speak, politely explain this and offer to call back at a time convenient to the employer. Also, be prepared to take information / instructions e.g. if arranging an interview.

### EMAIL:

**Employers and The College communicate via email so you need to check it regularly.**

- Your email address (and its sender display name) also need to be professional; you might think it's funny but what kind of impression do you think "mrloverman" or "X\_O\_sally\_O\_X" will make on a potential employer? If necessary, set up another account – using your name only.
- Keep it Short - make it easy for people to remember or even write down.
- Avoid e-mail addresses with the letters L, I, and O and the numbers 1 and 0, because these digits and letters are easily confused.
- Avoid Underscores – when typing in e-mail addresses, it's easy to "miss" the underscore.
- If you submit your CV please pay the recipient the courtesy of introducing the CV. We receive a lot of emails with a Word document or PDF attached and no other communication.
- If an employer or The College emails you using formal language, respond accordingly – if you are not sure how to do this, ask for help BEFORE replying.
- Don't use a lower case "I" or forget capital letters, etc. – employers see that as a lack of care.
- Don't use familiar language such as "Hi" or "Cheers" and keep some formality in your email.