

English for Business

Chapter 10

Follow Up The Process

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Follow Up The Process

1. Keeping in Touch
2. Handling Rejection
3. Dealing with Job Offers
4. Negotiating Terms and Conditions

Keeping in Touch

1. what questions were you asked?
2. Were you expecting them?
3. Did you feel you projected yourself well in terms of body language?
4. Did you manage to put across your key skills and achievements successfully?
5. Did you give any negative information about yourself?
6. Do you need more practice in closing the interview positively?
7. Generally, what could you improve about your interview technique?

Audio: Keeping in Touch

1. Did Silvia's interview go well?
2. What does Sophie suggest Silvia does next?
3. What is Silvia worried about?



Audio: Writing a Follow-up Letter

1. Send the letter within 24 hours of the interview.
2. Refer to specific things that the interview mentioned during the interview.
3. Demonstrate that you are excited about the job, can do it, and want it.
4. Explain how you would be able to contribute to the success of the company.
5. Include any important information you forgot to mention during the interview.



Practice: Writing a Follow-up Letter

- a ... the challenges of the post. Having discussed the role of Junior Consultant with you in greater depth, I am confident in my ability to meet these challenges and believe I can make a significant ...
- b With this in mind I have already developed some practical ideas for making the Futerra newsletter and website more user-friendly, which would lead to closer communication with key clients. Please feel free to contact me if you require any further information ...
- c As mentioned when we met, I am keen to use the research conducted as part of my Master's degree on sustainability to enhance Futerra's identity, while at the same time meeting ...
- d ... as I feel my qualifications and experience make me ideally suited to work in this area. I recognise the importance of maintaining relationships and ensuring that newsletters and invitations are sent out on a timely basis.
- e ... regarding my qualifications, experience or suitability for the position. I look forward ...
- f ... contribution to the close team at Futerra. I am particularly interested in the projects you mentioned during the interview which involve working with influential business leaders, ...
- g ... at Futerra. I appreciate the time you and your team took in telling me about the specific aspects of the job and the valuable work Futerra is doing.
- h Dear Mr Lewis, Thank you very much for taking the time to interview me today for the Junior Consultant position ...
- i ... to hearing from you soon, and thank you again for meeting me. Yours sincerely, Silvia Carnali

Practice: Writing a Follow-up Letter

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- 1. H
- 2. G
- 3. C
- 4. A
- 5. F
- 6. D
- 7. B
- 8. E
- 9. I

Example of Follow-up Letter

Dear Mr Lewis,

Thank you very much for taking the time to interview me today for the Junior Consultant position at Futerra. I appreciate the time you and your team took in telling me about the specific aspects of the job and the valuable work Futerra is doing.

As mentioned when we met, I am keen to use the research conducted as part of my Master's degree on sustainability to enhance Futerra's identity, while at the same time meeting the challenges of the post. Having discussed the role of Junior Consultant with you in greater dept. I am confident in my ability to meet these challenges and believe I can make a significant contribution to the close team at Futerra. I am particularly interested in the projects you mentioned during the interview which involve working with influential business leaders, as I feel my qualifications and experience make ideally suited to work in this area.

Example of Follow-up Letter

I recognize the importance of maintaining relationships and ensuring that newsletters and invitations are sent out on a timely basis. With this in mind I have already developed some practical ideas for making the Futerra newsletter and website more user-friendly, which would lead to closer communication with key clients.

Please feel free to contact me if you require any further information regarding my qualifications, experience or suitability for the position. I look forward to hearing from you soon, and thank you again for meeting me.

***Yours sincerely,
Silvia Carnali***

Handling Rejection

1. Learning from failure
2. Requesting feedback

Audio: Handing Rejection

1. Paul was rejected because he didn't really want the job. **(F)**
2. Carmen thinks Paul was rejected because he wasn't a strong candidate.
3. Carmen thinks interviewers sometimes already know who is likely to get a job before the interview happens.
4. Carmen thinks a candidate who already knows the interviewers has a good chance of getting the job.
5. Carmen thinks that most interviews are open and fair.
6. Paul has written to request feedback.
7. Carmen thinks Paul still has a chance of working for the bank.



Audio: Handing Rejection

1. Paul was rejected because he didn't really want the job. **(F)**
2. Carmen thinks Paul was rejected because he wasn't a strong candidate. **(F)**
3. Carmen thinks interviewers sometimes already know who is likely to get a job before the interview happens. **(T)**
4. Carmen thinks a candidate who already knows the interviewers has a good chance of getting the job. **(T)**
5. Carmen thinks that most interviews are open and fair. **(T)**
6. Paul has written to request feedback. **(F)**
7. Carmen thinks Paul still has a chance of working for the bank. **(T)**

Handling Rejection

1. Have you ever been rejected for a job? How did it feel?
2. Think of as many reasons as you can why a candidate may not be offered a job after an interview.
3. Some people handle failure by forgetting all about their unsuccessful application and turning immediately to the next one. Others spend a lot of time analyzing what went wrong and what they could have done better. What are the advantages and disadvantages of each approach? Which approach do you use?
4. Have you ever requested feedback after an unsuccessful interview? Was it a useful experience?

Requesting Feedback

Dear Mr Brooker,

Thank you for your letter informing me that my recent application for employment with your bank has been unsuccessful.

(1) I greatly appreciated the opportunity to meet with you and your team.

(2) _____ for the time you took to talk to me about the position. (3) _____ to have been unsuccessful this time, as I felt my skills and experience matched the requirements for the job.

(4) _____ it if you could explain in greater detail why my application was unsuccessful on this occasion.

(5) _____ this information will help me to identify areas which I need to work on in order to successfully gain employment in future.

(6) _____ for your time on this matter.

Yours sincerely,

Paul Kristiansen

I am confident

I am grateful

~~I greatly appreciated the opportunity~~

I would very much appreciate

Obviously I am disappointed

Thank you very much in advance

Requesting Feedback

Dear Mr Brooker,

Thank you for your letter informing me that my recent application for employment with your bank has been unsuccessful.

(1) I greatly appreciated the opportunity to meet with you and your team.

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(4) _____ it if you could explain in greater detail why my application was unsuccessful on this occasion.

(5) _____ this information will help me to identify areas which I need to work on in order to successfully gain employment in future.

(6) _____ for your time on this matter.

Yours sincerely,

Paul Kristiansen

I am confident (5)

I am grateful (2)

~~I greatly appreciated the opportunity~~

I would very much appreciate (4)

Obviously I am disappointed (3)

Thank you very much in advance (6)

Response of Requesting Feedback

Dear Paul

Many thanks for your letter requesting feedback. As I'm sure you'll understand, we had a very strong field of candidates. Although we considered your application to be very strong, our recruitment procedure enabled us to assess each candidate as objectively as possible, and we chose the candidate who scored most highly in our assessment.

There were many things that impressed us about your application. Your qualifications are excellent, and you have some good experience in this sector. You gave good answers to many questions, particularly our question at the beginning about customer service, for which you gave several excellent examples.

The main reason why your application was less successful was that your work experience is fairly limited, and we felt that you would benefit from some months in a more junior position before you are ready for a job involving managing people and budgets. When we asked you about your leadership skills, you gave a general answer rather than the specific example that we needed. We suspect that you do in fact have such skills, but because you did not illustrate these at the interview, we felt unable to know for certain. This leads us to a more general point: your answers were often short and lacking examples. We would recommend you plan your examples more carefully before your next interview.

You did create a positive impression on us, and have good potential to be a strong and useful member of a team such as ours. If you are interested in applying for a more junior position, I encourage you to consider responding to the job advertisement attached. I realise this might not be your ideal job, but as I mentioned above, we felt you would be a much stronger candidate for a management position after you had such experience.

Thank you again for your application, and we wish you well in your career.

Charlie Brooker

Dealing with Job Offers

1. Accepting the job
2. Withdrawing from consideration
3. Declining an Offer

Accepting The Job

1. What should you consider before accepting a job offer?
2. Why is it good practice to write a formal letter accepting or declining a position you are offered?

Audio: Accepting The Job

Consider | contact | decision | latest | meantime | offer | position | salary | ~~speaking~~ | time

Alex : Hello. Alex (1) **speaking**.

John: Hello, Alex. It's John Bradshaw from King's Theatre. I'm delighted to tell you that after careful consideration we would like to offer you the (2) ... of administrative assistant.

Alex: Thank you very much. That's very good news.

John: As we discussed during the interview, we are happy to offer you a starting (3) ... of £20,000.

Alex: That's great. I'd like to take some (4) ... to (5) ... your (6) ... It is okay if I (7) ... you with a (8) ... by tomorrow at the (9) ...?

John: Yes. That's absolutely fine. And if you have any questions in the (10) ..., please feel free to give me a call.



Audio: Accepting The Job

Consider | contact | decision | latest | meantime | offer | position | salary | ~~speaking~~ | time

Alex : Hello. Alex (1) **speaking**.

John: Hello, Alex. It's John Bradshaw from King's Theatre. I'm delighted to tell you that after careful consideration we would like to offer you the **position** of administrative assistant.

Alex: Thank you very much. That's very good news.

John: As we discussed during the interview, we are happy to offer you a starting **salary** of £20,000.

Alex: That's great. I'd like to take some **time** to **consider** your **offer**. It is okay if I **contact** you with a **decision** by tomorrow at the **latest**?

John: Yes. That's absolutely fine. And if you have any questions in the **meantime**, please feel free to give me a call.

Audio: Accepting The Job

1. Is Alex worried about relocating to London?
2. Does he feel he would be able to get on with the boss and the rest of the team?
3. Is he happy with the salary that he has been offered?
4. What issues does he still need to clarify before accepting the position?
5. What does Ella think Alex should do after accepting the position by phone?



Writing an Acceptance Letter

1. Thank whoever made you the job offer, and then make it clear that you have decided to accept it.
2. Restate that terms of employment as you understood them, including hours per week, salary and benefits.
3. Repeat any instructions you were given during the interview such as your starting date, working hours, etc.
4. Request clarification in your acceptance letter of any terms of employment that were vague or that concerned you.
5. Express how much you are looking forward to starting the job.



Example of an Acceptance Letter

Dear Mr Bradshaw, Thank you for your offer of employment as Administrative Assistant at King's Theatre. As we discussed on the phone yesterday, I am delighted to accept your offer and look forward to beginning work at King's Theatre. I am pleased to accept your offer at a salary of £20,000 annually. As we agreed, my starting date will be July 29 to enable me to complete the training programme that I have enrolled for. I also understand that I will receive full company pay and benefits during the 8-week long training programme as the skills I will acquire on the course will be applicable and useful within my new role at King's Theatre. During the interview we did not discuss holiday entitlement and I hope you will be able to clarify exactly how much holiday leave I will be entitled to. Thank you again for offering me this wonderful opportunity, and do let me know if there is any additional information or paperwork you need prior to this. I very much look forward to joining you and the theatre team on July 29. Yours sincerely, Alex Mencken

Example of an Acceptance Letter

Dear Mr Bradsaw,

Thank you for your offer of employment as Administrative Assistant at King's Theatre. As we discussed on the phone yesterday, I am delighted to accept your offer and look forward to beginning work at King's Theater.

I am pleased to accept your offer at a salary of £ 20,000 annually. As we agreed, my starting date will be July 29 to enable me to complete the training program that I have enrolled for. I also understand that I will receive full company pay and benefits during the 8-week long training program as the skills I will acquire on the course will be applicable and useful within my new role at King's Theatre.

During the interview we did not discuss holiday entitlement and I hope you will be able to clarify exactly how much holiday leave I will be entitled to.

Thank you again for offering me this wonderful opportunity, and do let me know if there is any additional information or paperwork you need prior to this. I very much look forward to joining you and the theatre team on July 29.

Yours sincerely,

Alex Mecken

Audio: Withdrawing from Consideration

Spoken Expression

1. I have accepted another job.
2. It's a job that will let me use my skills and is what I want to do.
3. I applied for the Administrative Assistant job.
4. I no longer want to be considered for the job.
5. I really enjoyed meeting you and the rest of the office.
6. Good luck in the future.

Written Expression

1. I have decided to accept a position elsewhere.
2. The position closely matches my abilities and personal career aims.
3. I recently submitted an application for the vacant Administrative Assistant position.
4. I am writing to withdraw from consideration for the position.
5. I greatly enjoyed meeting you and your team.
6. I wish you and your team the best of luck.



Withdrawal Letter

Dear Mr Osborne,

I am writing to thank you for including me in the interview process as you seek candidates for your vacant Administrative Assistant position. ... you and members of your staff and was impressed by your operation at the Cromwell Theatre.

However, as I explained when we spoke this morning, ...

... which I believe ...

I wish you and the staff at the Cromwell Theater the ...

Yours sincerely,

Alex Mencken

Withdrawal Letter

Dear Mr Osborne,

I am writing to thank you for including me in the interview process as you seek candidates for your vacant Administrative Assistant position. **I greatly enjoyed meeting** you and members of your staff and was impressed by your operation at the Cromwell Theatre.

However, as I explained when we spoke this morning, **I am writing to withdraw from consideration for the position.**

I have decided to accept a position elsewhere which I believe **closely matches my abilities and personal career aims.**

I wish you and the staff at the Cromwell Theater the **best of success.**

Yours sincerely,

Alex Mencken

Declining an Offer

1. Why is it important to decline a job offer that you do not want politely?
2. How much information do you need to give when declining a job offer?
3. When should you decline a job offer?

Letter of Declining the Job Offer

Dear Ms Johnson,

Thank you for extending the offer for the position of Graphic Designer. I very much (1) appreciate the time and effort you and your team (2) _____ explaining the position and your agency's specific goals. I was very (3) _____ by the advertising campaigns you are working on for major retailers.

(4) _____, after much thought and careful deliberation, I have decided not to (5) _____ your offer. Although this would have certainly been an excellent (6) _____ for me, I have decided to accept another position, which more closely matches my specific skills and career goals.

I wish you and Future Designs continued success for the future.

Thank you again for your time and consideration.

Yours sincerely,

Tomasz Filipek

Letter of Declining the Job Offer

Dear Ms Johnson,

Thank you for extending the offer for the position of Graphic Designer. I very much **appreciate** the time and effort you and your team **spent** explaining the position and your agency's specific goals. I was very **impressed** by the advertising campaigns you are working on for major retailers.

However, after much thought and careful deliberation, I have decided not to **accept** your offer. Although this would have certainly been an excellent **opportunity** for me, I have decided to accept another position, which more closely matches my specific skills and career goals.

I wish you and Future Designs continued success for the future.

Thank you again for your time and consideration.

Yours sincerely,

Tomasz Filipek

Thank you and see you in the 11th session.

Yours sincerely,

Lerissa Daniela, S.S., M.Pd.

Original Source:

The original source of this chapter is taken from the book entitled
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