

# The most important words for job-seekers: “Thank you”

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During your job search, you will be receiving and soliciting advice and guidance from a very large number of people who will always be part of your **professional network**. It is absolutely critical that you thank those individuals – not just once.

Research shows that people don't feel they have been completely thanked until they have been thanked SEVEN times.

- Thank people with a smile on your face and with enthusiasm in your tone.
- Use their name when you thank them: “Thank you, Svetlana!”
- Thank people in person AND in writing (email is fine, especially because it's prompt).
- Thank them at the beginning of your interaction, at the close of your interaction, and every time you contact them thereafter.
- When in doubt about how to start a conversation, start with the words “Thank you.” “Thank you, Eugene, for making the time to see me.” “Thank you, Kylie, for coming to this Career Fair.”

Use nouns whenever possible to thank them for their **time, comments, advice, perspective, insights, observations, and introductions/referrals** (if they give you any).

Sample thank-you email for an informational meeting [bold nouns for your attention only]:

Subject of email: Thank you, Jeannette

Hello Jeannette,

Thank you so much for the **time** you gave me yesterday morning. I very much appreciated your **comments** about some of the new jobs that are being created in health care, and your **advice** to me to consider wilderness medical training was very helpful. In my conversations with others, I've heard some of the **perspectives** you shared yesterday, but you added some **insights** about how technology is changing the medical profession that I hadn't heard previously.

I'll stay in touch with you as I continue my exploration of health care, and I'll let you know what happens when I contact Ralph Brinker and Lisella Spicer; I appreciate your **introduction and referral** to both of them.

Thank you very much again for giving me your time and helpful advice. I'll be in touch again soon.

Your name

Your cell phone number

EXPAND your statements in your thank-you message, to demonstrate your own insights and build a dialogue:

Compare the relative impact:

I am fascinated with Riviera and what the company is doing.

vs.

I am fascinated with Riviera and what the company is doing, because your approach to the travel customer seems so much more customized and individualized than most travel services companies. It was really interesting to hear how you capture information about each customer's preferences and then use that information to offer related services to them based on their preferences. I will be interested to hear the results of that market research project you mentioned to me; who knows, maybe I'll read about that on your website!

I enjoyed hearing about your path into Riviera.

vs.

I enjoyed hearing about your path into Riviera. For so many people, their path into the travel industry seems to be almost an accident, but you were so intentional about where you wanted to go that it was a pleasure to hear the details. It does seem that understanding travel services "from the ground floor," as you said, is so important no matter which area of the industry you are pursuing. I also really appreciated your description of your time at Orbitz and how that company changed from 2010 to 2012. It must be really exciting for you to now be building something new that gives so much value to customers.

Sample thank-You email for a phone screen interview:

Subject of email: Thank you; excited for next steps

Hello Gerald,

Thank you so much for spending your time with me on the phone to talk about the [XXX] position. I really enjoyed learning more about the responsibilities of the [XXX] team during our conversation, and it does seem that my skills and experience align well with your current needs. In particular, my studies at SPU on [XX] and my internship at [XX] learning about [XX], would allow me to hit the ground running at [your company].

I felt I may not have answered one of your questions as thoroughly as I might have. When you asked me about a time when I've had to unexpectedly take over responsibilities from another team member, in the moment I couldn't remember an example. Later, of course, I remembered a time: in [year], during my internship at [XX], my boss unexpectedly had a death in his family, and all his team members were asked to step up and fill the gap during the month he was on bereavement leave. For all of us, this was a great opportunity to learn and apply new skills – we wanted to show our boss what a great job we had done in his absence, and also communicate with him that he didn't need to worry about what was happening at work while he was dealing with a sudden personal loss. It pulled our team together, made life easier for our boss, and also pushed all of us up the learning curve. In fact, it was during this time that I became very knowledgeable about [XX].

Gerald, I hope my answers to your questions were helpful to you in evaluating my candidacy, and I want to let you know that I am even more excited about the [XX] position now that I've learned a bit more about it. I sincerely hope you'll decide to include me in the interview pool, and of course please don't hesitate to contact me with any questions.

Your name

Your cell phone number