Sample Recruiting Letters and Telephone Scripts

Team Recruitment

Original content provided by RanOne and its People Development System. Content has been edited by the PCPS Team at the AICPA, Inc.

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SAMPLE LETTERS AND TELEPHONE SCRIPTS

Following are a set of sample letters and telephone scripts that may be used at different stages in the recruitment and selection process. Communication with applicants and candidate sources should be clear, concise, informative and friendly. Note that offer letters are included in a separate document. See the **Offer Letters** document, which can be found in the Team Recruitment Tools section, for more information about offers and sample offer letters.

STANDARD TEMPLATE FOR LETTERS

Following is a standard template that can be used when drafting a letter to an applicant. Note that, although some items (e.g., firm’s address) in this template are not shown in the examples below.], all parts of the following template should be used to create a formal letter.

<Your Name>

<Firm Name>

<Firm’s Street Address>

<City, ST ZIP Code>

<Today’s Date>

<Applicant’s Name>

<Applicant’s Street Address>

<City, ST ZIP Code>

Dear<Applicant’s Name>:

<Body of the letter>

Best Regards,

<Your Name>

<Title>

1. ACKNOWLEDGEMENT OF RESUME LETTER – UNSOLICITED RESUME

From time to time you will receive unsolicited resumes, sometimes even when you are not on a recruitment drive. These applications deserve the courtesy of a friendly response – and a prompt reply will promote the type of professional practice you are.

Tip: If you find that your firm is receiving many resumes, unsolicited or solicited, you can print a general acknowledgement letter on a postcard to have handy to send to the applicant when a resume arrives.

It is general practice to keep resumes on hand for six months. After six months, you should destroy the resumes of those applicants who where not hired or are not currently in the pipeline. You can keep a list of resumes received with candidate contact information if you think you can use the resume information after the six-month holding period.

The telephone script would be almost the same as the letter. If an applicant calls unexpectedly, give that person the basics, below, and let them know you will contact them if it appears that their qualifications might meet your future needs.

Thank you for forwarding your resume to our firm. Currently <Practice Name> is not recruiting for new team members. However, if your qualifications match the needs of a future opening, we will contact you.

We thank you for expressing interest in our firm, and wish you every success in your career pursuits for the future.

2. ACKNOWLEDGEMENT OF RESUME LETTER – ADVERTISED POSITION

If you receive a great resume, act quickly and consider calling the candidate immediately.

Thank you for your application and expression of interest regarding the advertised position of <Position Name> within <Practice Name>.

We are currently reviewing all applications and will be in contact with you by <Date> to advise if you have been selected for an interview.

Thank you again for submitting your application.

3. ACKNOWLEDGEMENT OF QUALITY RESUME TELEPHONE SCRIPT

Remember, if you receive a great resume, act quickly by contacting the candidate immediately. Also, if you receive an unsolicited resume but it is appealing, you should find out more about the candidate in case your firm might want to open a position for that candidate. In that case, use the following verbiage:

Hello <applicant’s name>, I am <Name> <Title> with <Firm Name>. Thank you for forwarding your resume <in response to the advertised position of <Position Name>, if applicable>. We are impressed thus far with the accomplishments on your resume. I would like to learn more about you, your career interests and job-search timing. If you are not able to speak freely now, can we set up a time to do a telephone (or live) interview during the next week? I look forward to speaking with you. Thank you.

If you perform a telephone screen with this candidate, refer to the **Telephone Screening Interview** script, which can be found in the Team Recruitment Tools section.

4. LETTER TO ADVISE UNSUCCESSFUL APPLICANT BEFORE INTERVIEW

Thank you for your application and expression of interest regarding the advertised position of <Position Name> within <Practice Name>.

Your application was one of many we received, and the general standard of responses to the position was of a very high caliber.

While your credentials were impressive, unfortunately, we were unable to select you to move further in the recruiting process. However, if your qualifications match the needs of a future opening, we will contact you.

We wish you every success with your future career pursuits and, again, thank you for your interest in our firm.

5. REJECTION LETTER AFTER FIRST INTERVIEW – ON-CAMPUS INTERVIEW

Applicants eliminated after the first round of interviews should be formally notified.

Thank you for taking the time to meet with us on campus. You should be proud -- we were impressed with your background and are glad to see someone of your stature pursuing our great profession. We received XX resumes for our position(s) and were only able to interview XX candidates, so you were fortunate to make it this far in the process. Unfortunately, we will not be able to move you to the next round of interviewing. If you need any help in finding a position with another firm, please don’t hesitate to contact us. We feel this profession offers a tremendous opportunity to students, and want to see you in a position that suits you best. We know you’ll make a great addition to any firm you join, and we wish you well.

Please keep in touch and let us know where your career takes you. If you have any questions, give me a call.

6. REJECTION LETTER AFTER FIRST INTERVIEW – EXPERIENCED HIRE INTERVIEW

Thank you for taking the time to meet with us. I enjoyed our time together, and we were impressed with your background. Your interview was one of many that we conducted, and the general standard of applications for the position was of a very high caliber.

Unfortunately, your qualifications do not meet our current staffing requirements. Therefore, we are unable to offer you the position with our firm. Should other opportunities arise within our firm, we will contact you.

Again, thank you for your interest in our firm, and please accept our best wishes for your future success. We know that you will be a great addition to any firm. Please keep us posted on your future endeavors to ensure that our paths cross again.

7. REJECTION LETTER AFTER SECOND INTERVIEW – ON-CAMPUS INTERVIEW

All applicants unsuccessful at the second-interview stage need to be formally notified.

NOTE: When communicating to the applicant that they have not been successful, be it by letter, telephone, or in person, ALWAYS remember that the decision is based on the difference between their skills and the skill set required to perform the role, nothing else!

Some candidates should be contacted person: if you interview a recruit who has tremendous potential but for whom your firm simply does not have room, you should continue to communicate with that candidate in case an opening does arise. Call the candidate to begin to build that future relationship. The telephone script should be nearly the same as the letter. You should follow up the call with a letter.

Thank you for taking the time to meet with us both on campus and in the office. You should be proud: we were impressed with your background and are glad to see someone of your stature pursuing our great profession. We interviewed XX candidates for our position(s), and we felt that every candidate had something great to offer a firm. It was an extremely difficult decision to make.

Unfortunately, we will not be able to move you to the next round of interviewing. If you need any help in finding a position with another firm, please don’t hesitate to contact us. We feel this profession offers a tremendous opportunity to students and want to see you in a position that suits you best. We know you’ll make a great addition to any firm you join, and we wish you well.

Please keep in touch and let us know where your career takes you. If you have any questions, give me a call.

8. REJECTION LETTER AFTER SECOND INTERVIEW – EXPERIENCED HIRE INTERVIEW

As noted above, all applicants unsuccessful at the second-interview stage need to be formally notified. And remember, the decision is based on the difference between their skills and the skill set required to perform the role, nothing else!

Some candidates should be contacted in person: if you interview a recruit who has tremendous potential but for whom your firm simply does not have room, you should continue to communicate with that candidate in case an opening does arise. Call the candidate to begin to build that future relationship. The telephone script should be nearly the same as the letter. To make this step in the recruiting process formal, you should follow up the call with a letter.

Thank you for taking the time to meet with us during both interviews. We were impressed with your background. We interviewed many candidates for our position(s) and the general standard of application at these interviews was of a very high calibre. We felt that every candidate had something great to offer a firm, and it was an extremely difficult decision to make.

Unfortunately, we are unable to offer you a position with our firm. Should other opportunities arise within our firm, we will contact you. We know you’ll make a terrific addition to any firm you join.

Again, thank you for your interest in our firm, and please accept our best wishes for your future success. Please keep us posted on your future endeavors to ensure that our paths cross again.

9. LETTER FOR APPLICANTS WHO TURN DOWN THE OFFER

If an offer of employment is not accepted, an acknowledgement of that letter is a professional way to conclude the process.

Thank you for advising that you will not be accepting our offer of employment. We were disappointed to learn you won’t be joining <Firm Name>, but wish you every success.

If there is an opportunity for us to talk again in the future, we would be happy to do so. Please keep us posted on your endeavors.

Again, best wishes for the future.

9. INVITATION LETTER – TO INTERVIEW OR TO AN EVENT

If you work with a university that communicates with students via mail or e-mail, you can use the following template to invite students to interview. This template can also be utilized with recruits when you plan an event for candidates. This template can be incorporated in an e-mail or hard-copy letter (a letter is recommended).

A telephone script for this occasion will be like the letter below. You should take the time to introduce yourself, your firm and how you know the candidate or the candidate’s name. Also, explain why you are interested in that candidate (e.g., you noted great accomplishments on that person’s resume).

We received your name from <Source> and are interested in learning more about you. <Firm Name> is hosting <Event Name or Interviews> on <Date> at <Location and Address>. You are invited to join us at this event, where you can discover who we are and where we can better understand your career aspirations and qualifications.

<Firm Name> is a <Small, Medium, Large, Regional, etc.> firm that offers <Services> to a wide range of clients. Some notable things about our firm are <list your accomplishments, clients, or things you feel are your firm’s selling points>.

We hope you will be able to join us for this<Activity or On-Campus Interview>. Enclosed are directions and other pertinent information < dress requirements, lodging, etc…>.

Please respond to <Name> by <Date> with your intention to participate.

If you have any questions, please contact <Name>. We look forward to seeing you.

10. THANK-YOU LETTER FOR ATTENDING AN EVENT

To encourage communication between you and recruits, you should take the opportunity to thank those to whom you made an offer. The purpose of this letter is to let the candidate (or new hire, if they have accepted the offer) know that their time is valuable and that you appreciate their time and effort. Remember that you should never stop recruiting your employees. So, even if a recent applicant has accepted your offer, you should still thank them and remind them why you made the offer in the first place.

This letter can be used after a firm-sponsored event, an on-campus event, or even a chance or accidental meeting.

It was a pleasure seeing you again on <Day of Week> at the <Event Name>. I hope you enjoyed the event and had a chance to meet a few fellow <New Hires, Recruits or Future team members>. I appreciated our conversation, and I know you will be a great asset to our firm. I look forward to catching up with you again after <you make your decision or you start full-time in the <City> office>. Please feel free to contact me if you have any questions before your <decision date or start date>. Take care, and enjoy your last semester of school.

11. UNIVERSITY CAREER OFFICE INQUIRY TELEPHONE SCRIPT

When it comes time to work with a university for the first time, you can use the following script during the initial conversation with the career office. Prior to your telephone call, you should have a calendar handy; know your recruiting goals for the year; and prepare a list of applicable questions (see suggestions, below). Be sure to record the name and contact information of the person with whom you speak so you can refer to it later.

Hello <University> Career Office. I am <Name> from <Firm Name>. We would like to learn more about your students and how they might fit into our firm as team members. We have interviewed at <Universities> campuses in the past. This year we would like to add your students to our list of potential candidates. Is now a good time to ask you a few questions?

<Firm Name> is a <Small, Medium, Large, Regional, etc.> firm that offers <Services> to a wide range of clients. We want to hire <Number of Entry-Level Hires> students this year as <Interns or Associates or Both> in our <Service> practice. Our preference is for accounting students that will be able to meet the requirements to sit for the CPA exam.

How can we get involved with meeting your students (perhaps via mock interviews) at the career office?

When do on-campus interviews take place?

How do employers post job postings and interview opportunities?

How do students sign up for interviews?

Are there any rules for employers, or specifically for accounting firms, with respect to these interviews?

Are there events dedicated to mingling with students, such as career fairs, meet-the-firm’s events, or professional nights? Should we contact the accounting department’s office for events that it sponsors?

Do you have a list of accounting students and their resumes that I can review?

What information do you need from my firm to post our job openings?

Thank you for your time. I look forward to working with you and your students. You can contact me at <Telephone Number> with any questions about our firm.