

International | Canadore Pathways to Success

Creating Cover Letters

Applications, Resumes, Interviews, and Following Up

What is a Cover Letter



A Cover Letter Tells the Employer Why Your Experience Matters for that role, and why you are looking to apply for a role

A cover letter goes alongside a resume

Almost always employers expect a cover letter

- They will note specifically they do not want a cover letter.

Usually the cover letter appears before your resume in the same document as your resume.

- Pay attention to application instructions, different employers want different formats.

Simon Belfast

North Bay, ON, 123-456-7890, SimonBelfastEmail@email.ca, LinkedIn

Aug 29, 2039

Kristopher Smith

Coordinator of International Student Service, Canadore College
100 College Drive, North Bay, ON

Dear Kristopher Smith,

I am writing to apply for the International Student Navigator position at Canadore College. As a current Business student at Canadore with experience in customer service, student event support, and front-facing communication, I am interested in supporting students as they adjust to college life and access the services available to them.

Through my volunteer experience with Canadore Volunteer Support, I have helped set up, deliver, and clean up student events, workshops, and cultural activities. These experiences have allowed me to interact directly with students, answer questions, provide

Key Point:

A Cover Letter in comparison to a resume is more of a narrative description of your experience where you directly tell the employer why it matters to them.

Elements of a Cover Letter

A Cover Letter usually features several key features; the header, intro, experience paragraphs, and role fit.

- **The Header** is for your information as well as the employer's information.
 - Address, names, contact information, date.
- **The Intro** tells the employer what you are applying for and briefly why.
- **The Experience Paragraphs** narratively describe your experience and why you think they show you are a good fit for the role.
- **The Role Fit Paragraph** summarizes your fit, and also tells the employer why you are interested in the role.
 - You want to be able to answer the question "Why are you looking for this job?"
- These can appear in different orders

Header	
Simon Belfast North Bay, ON, 123-456-7890, SimonBelfastEmail@email.ca , LinkedIn	
Aug 29, 2039	
Kristopher Smith Coordinator of International Student Service, Canadore College 100 College Drive, North Bay, ON	
Dear Kristopher Smith,	Intro
I am writing to apply for the International Student Navigator position at Canadore College. As a current Business student at Canadore with experience in customer service, student event support, and front-facing communication, I am interested in supporting students as they adjust to college life and access the services available to them.	
Through my volunteer experience with Canadore College, I have had the opportunity to deliver, and clean up student events, workshops, and cultural activities. These experiences have allowed me to interact directly with students, answer questions, provide directions, and support participants in a professional and welcoming manner. I understand that students may need clear information, patience, and a positive first point of contact when navigating college services.	Experience
In my role as a Customer Service Associate at Fresh Store Grocery, I have developed strong communication and problem-solving skills in a busy front-facing environment. I assist customers with questions, purchases, and product locations while working closely with supervisors and team members to complete tasks accurately and on time. This experience has helped me stay organized, reliable, and calm when supporting people with different needs.	
I also have experience using Microsoft Word, PowerPoint, Outlook, and Excel for school projects, communication, and basic data organization. Combined with my teamwork, attention to detail, and interest in student support, I am confident I can contribute positively to Canadore's international student community.	
Role Fit	
Thank you for considering my application. I would welcome the opportunity to discuss how my customer service experience, student involvement, and commitment to helping others would make me a strong fit for the International Student Navigator position.	
Sincerely,	

Example: Connecting Experience to the Job



Creating a Cover letter for the ISN position:

- Experience planning or supporting small to large-scale events, cultural celebrations, student engagement initiatives, information booths, or outreach activities.
- Strong written and verbal communication skills with the ability to prepare to student inquiries.
- Experience or interest in content marketing, communications, social media, digital content, or promotional writing.
- Ability to support the development and promotion of clear, cohesive, and engaging student-facing communications.
- Strong customer service skills.
- Ability to work independently, take initiative, and contribute beyond assigned tasks.
- Strong organizational and time-management skills.
- High level of resourcefulness.
- Sound judgement, problem-solving skills.
- Ability to work collaboratively while also managing independent responsibilities.
- Comfortable engaging with students in a front-facing environment and assisting with outreach, promotional booths, and event activities.
- Demonstrated empathy, professionalism, discretion, and ability to work with sensitive and confidential information.
- Experience using Microsoft 365 applications, including Outlook and Word.

Values: Communication, professionalism and reliability, customer service, enthusiasm.

Education

Diploma Of Business

Canadore College, Entrepreneurship Academy

North Bay, ON
September 2025 - Present

- Developed skills in teamwork, written communication, presentations, and basic business planning.

Volunteer Experience, Projects, and Community Involvement

Event Support Volunteer

Canadore Volunteer Support

North Bay, ON
September 2025 - Present

- Supported setup, delivery, and cleanup for student events, workshops, and cultural activities.
- Engaged with students in a front-facing environment by answering questions and directing participants to event areas.
- Assisted staff and volunteers with event organization, student participation, and general event support.
- Demonstrated professionalism, teamwork, and reliability while supporting student-facing activities.

Skills & Certifications

Microsoft 365 Suite

Obtained March 2025

- Experience using Microsoft Word, PowerPoint, Outlook, and Excel for school projects, communication, and basic data organization.

Customer Service and Student-Facing Communication

- Experience answering questions, providing directions, supporting participants, and communicating professionally in customer and student-facing environments.
- Experience supporting student events, workshops, cultural activities, setup, cleanup, and participant assistance.

Experience

Customer Service Associate

Fresh Store Grocery

North Bay, ON
May 2026 - Present

- Assisted customers with questions, purchases, and product locations in a busy front-facing environment.
- Communicated clearly with supervisors and team members to complete daily tasks accurately and on time.

Example: Connecting Experience to the Job



I am writing to apply for the **International Student Navigator position at Canadore College**. As a current Business student at Canadore with experience in customer service, student event support, and front-facing communication, I am interested in supporting students as they adjust to college life and access the services available to them.

Through my volunteer experience with Canadore Volunteer Support, I have helped set up, deliver, and clean up student events, workshops, and cultural activities. **These experiences have allowed me to interact directly with students, answer questions, provide directions, and support participants in a professional and welcoming manner. I understand that students may need clear information, patience, and a positive first point of contact when navigating college services.**

In my role as a Customer Service Associate at Fresh Store Grocery, I **have developed strong communication and problem-solving skills in a busy front-facing environment.** I assist customers with questions, purchases, and product locations while working closely with supervisors and team members to complete tasks accurately and on time. **This experience has helped me stay organized, reliable, and calm when supporting people with different needs.**

I also have experience using Microsoft Word, PowerPoint, Outlook, and Excel for school projects, communication, and basic data organization. Combined with **my teamwork, attention to detail, and interest in student support,** I believe these **skills would allow me to contribute positively to Canadore's international student services team.**

Thank you for considering my application. I would welcome the opportunity to discuss **how my customer service experience, student involvement, and commitment to helping others would make me a strong fit for the International Student Navigator position.**

Diploma Of Business

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What Should You Do Next?

Before the next video, try writing a cover letter for the role you tailored your resume for.

Next Video: Interviewing in Canada

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