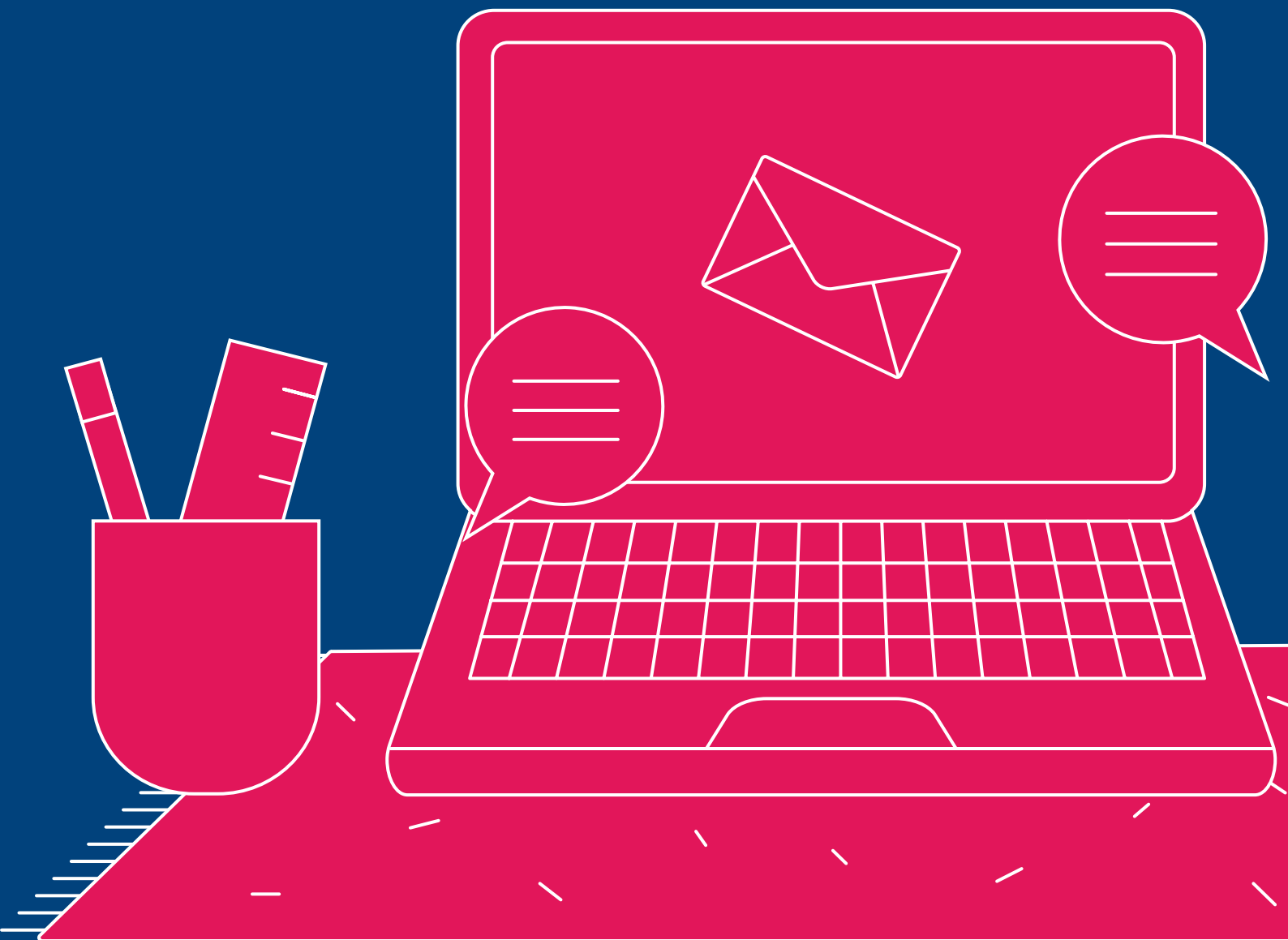


YOUR ROAD TO A GREAT INTERNSHIP

The internship Guide for youth



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The internship Guide for youth

Up to Youth is a five-year activity, funded by the United States Agency for International Development (USAID), committed to improving the capacities and enabling the aspirations of youth so that they can contribute to and benefit from more stable, democratic, and prosperous communities.

Content is the responsibility of Global Communities and does not necessarily reflect viewpoints of USAID or the United States Government.



USAID
NGA POPULLI AMERIKAN
OD AMERIČKOG NARODA

A Welcome Letter

To you starting
your internship
journey with us
today

Pristine 2023

Cheers to a Great Start!

We are happy that you have decided to take a step forward into the future by applying for this internship position. Your courage to challenge yourself with this experience is to be commended and we are very happy to have the opportunity to be a part of your journey by welcoming you on our team.

In the upcoming months, starting today, you will be placed for an internship position in our company/ organization under the supervision of a mentor that will be assigned by our management team. The team you will work with is enthusiastic to get to know you, to share ideas and experiences, and to guide you and help you do good work together. You are expected to be open-minded, curious, willing and committed to learning the job, as well as to take responsibility for your behavior and performance at work. We assure you that you will find the same qualities among the team you will work with.

Our team will be at your service to assist in addressing issues that may concern you or that you may find challenging during this journey. We will try to ensure that this work experience will be a valuable one, through which you will learn new skills, prepare to enter the labor market and excel in each opportunity that will be offered to you in the future.

There is a saying that goes "There is no secret to success. Success is the result of preparation, hard work and learning from mistakes." - Colin Powell. Let this statement serve as a motto in your career journey starting from today. Prepare, work hard, and don't let any mistake disappoint you, let it become an example to learn from; This way your success is guaranteed!

This document is your guide to success. Use it every day to get the most out of it and make sure you don't forget anything. If any of the recommendations in this guide does not work for you or are inapplicable, do not hesitate to reach us and we will help you solve the problem.

From your new team,
Cheers to a great start!

Program Introduction

Welcome to our internship program!
We are happy that you have decided
to gain professional experience
by interning with our company/
organization.

We've carefully prepared this
document to guide you through this
program and help you to better
understand what to expect during
your internship.

LET'S GET STARTED!

What will you benefit from this program?

1. Gain work experience in a real work environment.

As an intern you'll have real responsibilities with a company or an organization in your municipality, or in another city of your choice.

2. Practice your skills and develop new ones.

Your internship is designed to help you put your already acquired skills in practice and help you gain new sets of skills.

3. Develop confidence.

Challenging yourself and learning new things will help you build your confidence.

4. Try out a career.

This internship is a great opportunity to try out a job to see if you would like to work in this industry in the future, or not! If it's a match, then you'll be well positioned for next steps to continue in this field. If not, you will still have grown and learned!

5. Build important new work relationships and expand your professional network for future employment.

This internship is a steppingstone into the professional world, and it will enable you to establish a strong network and create contacts within the company and the industry in which you would like to work in the future. This may help you secure your employment in the future.

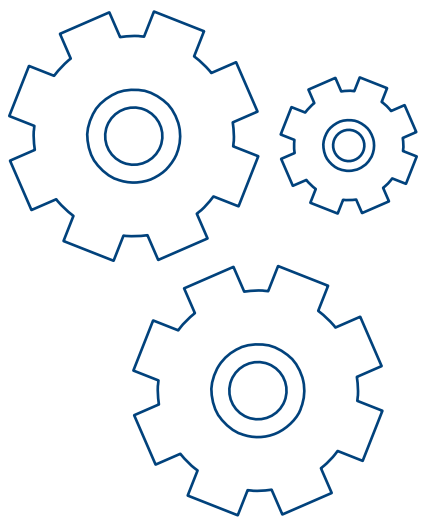
6. Improve your adaptability and professional workplace skills.

This internship will help you develop professionally for the work environment.

7. Make your CV better for employers.

This internship will provide a valuable opportunity to put tangible professional experience on your CV and hence increase your chances of employment in a competitive job market.

How it Works



After you submit your application for an internship with our company/organization, our team reviews your application. Your placement is based on your academic profile, skill set, career aspirations, and interests. You will be notified if you will be offered an internship position and in which department.

Upon your selection you will be sent an official offer containing a job description, and details on the work schedule, payment etc.

Ready, Steady, GO!

Once you have received and accepted our internship offer, you will then need to respond to our recruitment team to begin the next steps that will get you started on your internship experience.

Your pre-internship to do's

- Once you have applied, be ready to agree to a pre-internship meeting/interview with the recruitment team.
- Do research on the company/organization- the more info you have the sooner you will adapt in the team (i.e. industry, employees, location, and social media activity).
- Take care of the important personal matters and take notes of your important activities (be sure you know your lecture/ exams/ training schedules to let your supervisor know in advance).
- Agree upon start dates and the weekly schedule of your internship.
- Send in identification details (copy of ID) necessary for your internship contract.
- Send in your bank account details (if you don't have a bank account already, you will need to open one upon acceptance into the internship program so that arrangements can be made to transfer your monthly stipend into your bank account).
- Participate in the pre-internship orientation session (if you are required to)
- ASK for anything that is unclear to you.

BE AWARE OF YOUR JOURNEY – TAKE RESPONSIBILITY FOR YOUR PERFORMANCE.

Most youth start their internship with high hopes, high energy, and the best of intentions. Sometimes interns find it hard to keep up with the internship requirements and changes in their lives that come with starting a new job. Do not panic if you feel overwhelmed or experience a lack of motivation. That is perfectly normal!

These feelings are usually due to the lack of previous practical experience. We realize how overwhelming one's first job can be. We have all been there! Therefore, this Guide is designed to help you throughout your experience. Follow it closely and ask questions and we know that you will excel in your new working environment.

Here are a few big ideas that will get you started:

- Begin your journey with an open mind and be willing to improve yourself.
- Don't worry too much about the goal. Instead, pay attention to the process, to doing the right things, even when it gets hard.
- If you need help, please ask! Ask your mentor, your colleagues, or another intern.
- Take responsibility for your actions at work. You are the owner of your internship!

There is no secret formula to guarantee your success. But if you follow these basic rules, you will make the most of this opportunity.

First day of your internship:

What to expect?

The start date and the schedule of your first day at work will be communicated to you by the recruitment team.

Your first day at work doesn't have to be as stressful as it seems if you take notes of the following:

First day at work tips

Prepare to make a good first impression, but don't put too much pressure on yourself to get everything right.

Rest well the night before to make sure to show up looking energetic and enthusiastic.

If you are not sure of the dress code, put on the clothes that you feel the most comfortable/good on (note: try not to exaggerate)

Make sure to arrive on time! We recommend arriving at our offices at least 15 minutes before the start of your scheduled time.

The first day is only introductory. You are not expected to start right away with tasks.

Your supervisor or another company representative will welcome you; give you an orientation on our business/organization; introduce you to the team; show you your workstation and provide details regarding your internship tasks and activities.

Pay attention to the info presented to you (take notes if necessary)

Now is a good time to ask questions about your work schedule, dress code, easiest way to arrive at work, break and lunch times, if you should bring your own food or if it is provided by the company, etc.

Workplace expectations:

Internship company's Policies and Procedures Manual might not be available to interns, but you will be given a verbal briefing. Understanding, and adapting to the Company Work Culture is key to your success. Be sure to ask clarifying questions.

Remember:

“There are no stupid questions!”

NOTES:

Policies and procedures exist so that employees align their behavior and performance with the goals, expectations, and objectives of the company.

Here are examples of company policies and procedures you are likely to encounter:

- Workplace ethics relates to appropriate workplace behavior with coworkers and customers.
- Workplace health and safety provides guidance on what you should know regarding potential risks to yourself, coworkers, or customers. For example, how to safely use machinery.
- Attendance concerns your work schedule, working hours, breaks, days off, who and how you should inform your company if you cannot attend a day at work or if you will be late.
- Dress code provides guidance on appropriate clothing and shoes to wear at work. Some companies may require you to wear a uniform. You should do so in respect of their rules.
- Asset Use informs which employees have clearance to use certain company assets such as cars, machinery, or technology. You should know which computers, office supplies, kitchen appliances, etc. you are allowed to use. If it's not communicated to you, please ask.
- Personal Phone Use & Social Media Surfing- Some companies have rules about the use of the phone or checking your personal social media accounts.

DO NOT ASSUME THAT YOU ARE ALLOWED TO USE YOUR PHONE UNLESS YOUR SUPERVISOR HAS TOLD YOU THAT YOU MAY.

What to expect during the first week of the internship?

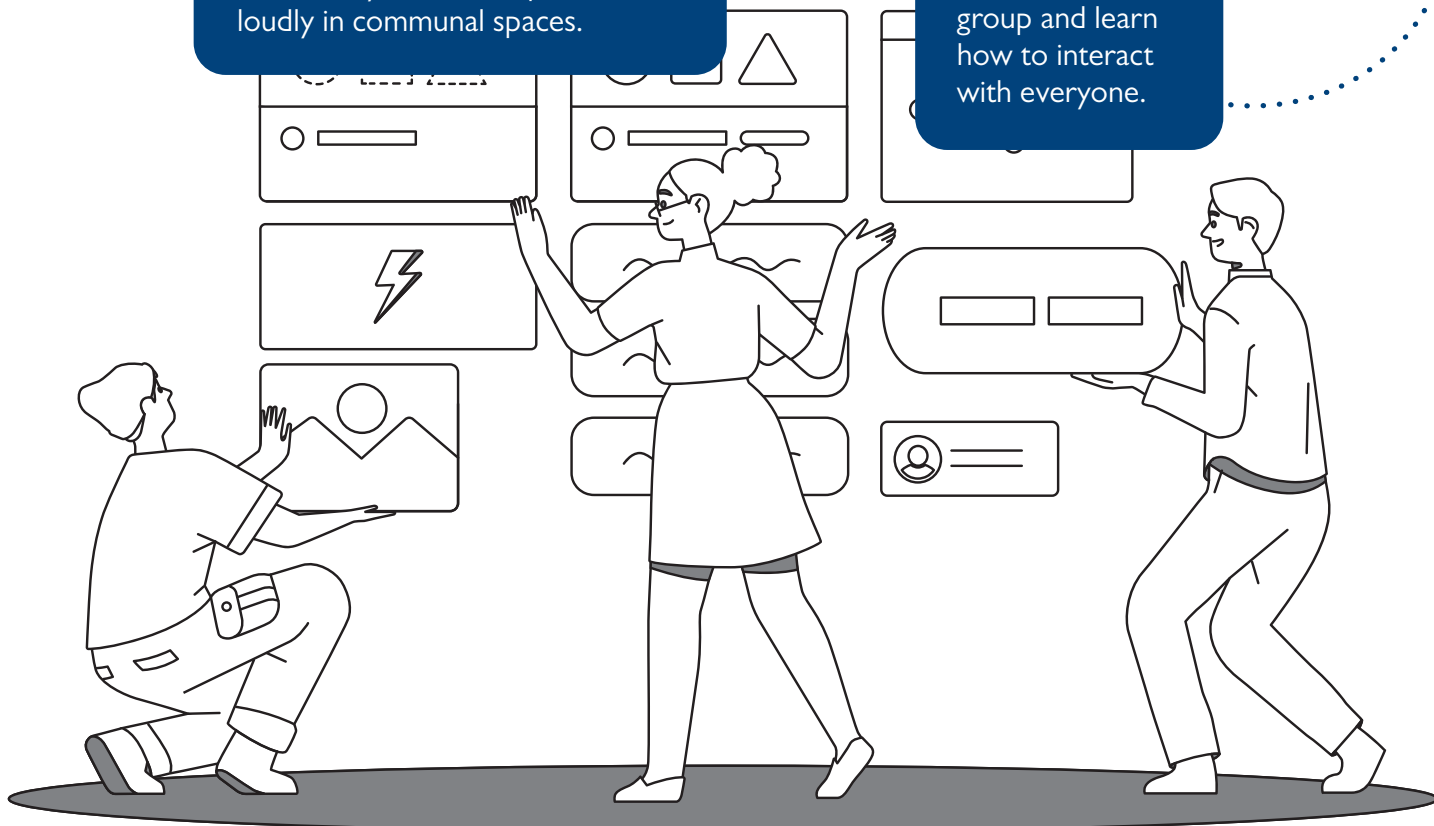
You are still new to the environment so allow yourself time to adapt and try your best to observe and understand as much as you can about your surroundings. Below you have some tips on how to make the best of your first week of your internship:

Introduce yourself to the people you haven't met yet.

Pay attention to your surroundings and other people. Be careful not to interrupt a meeting to introduce yourself or speak too loudly in communal spaces.

Ask a new colleague for lunch or coffee. If your colleague invites you to lunch or coffee, join them. Don't always wait for direct invitation- if your colleagues are making plans in front of you ask if you can join them.

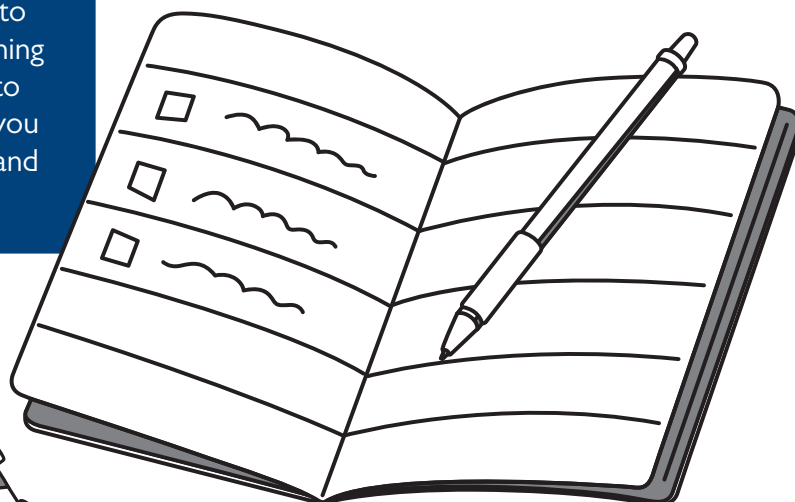
Observe the dynamics of the group and learn how to interact with everyone.



If you haven't been given a tour around the workstations, ask a colleague or your supervisor to show you around.



Don't hesitate to ask about anything that is unclear to you. It shows you are interested and willing to learn.



REMEMBER: your main priority in the first week is to soak up as much information as you can for the company and the business.

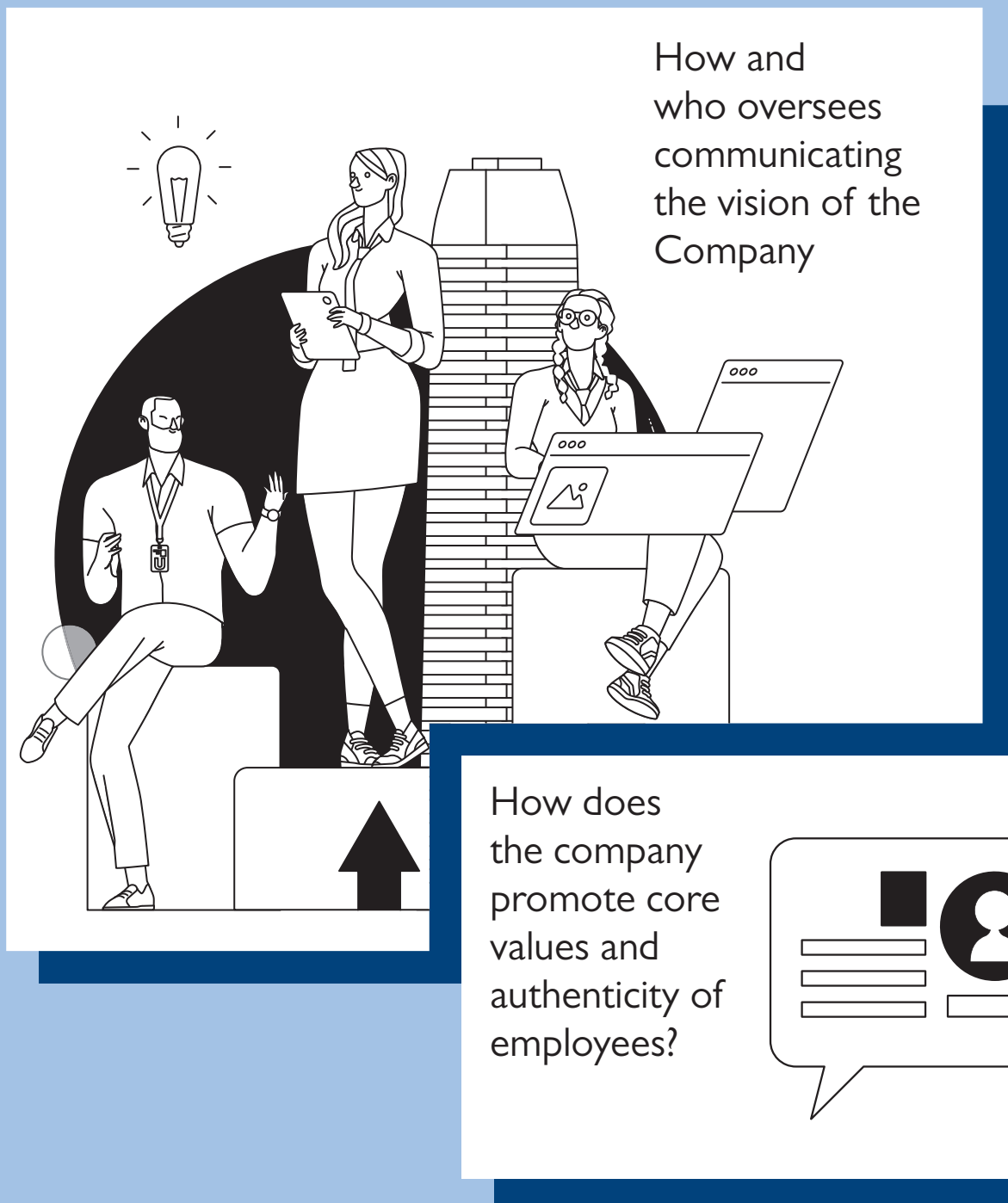
If you haven't been introduced to an assigned mentor, then ask who you are supposed to go to for questions.

How to Understand Company Culture?

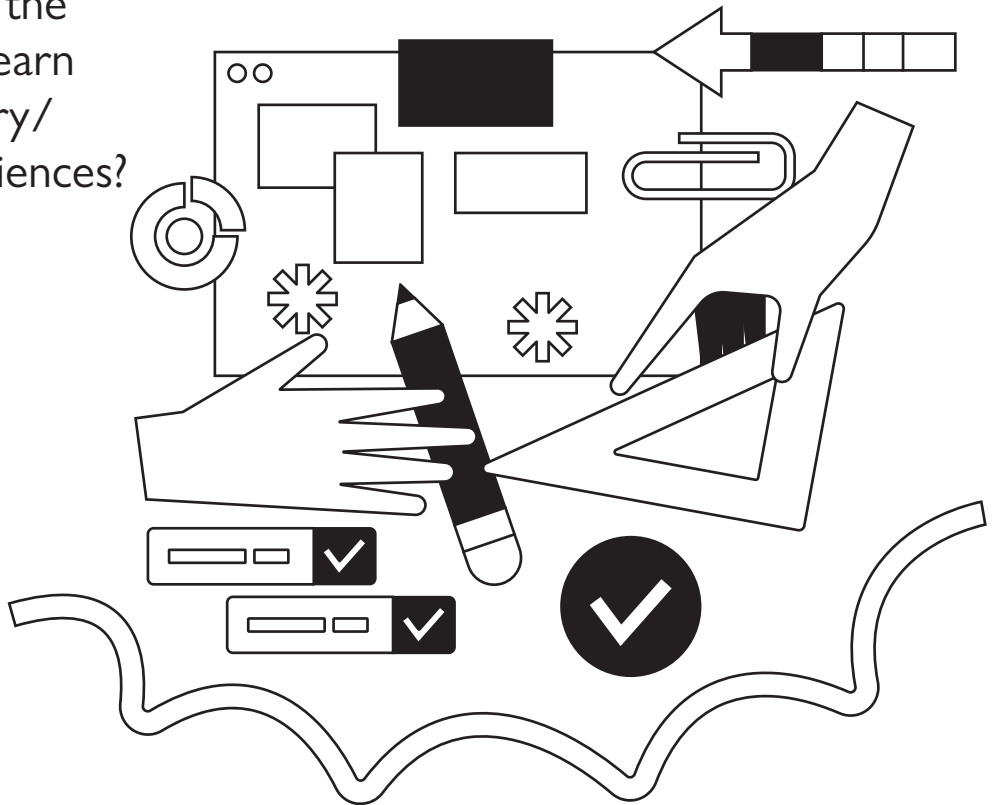
Company culture is what gives a company life and is pre-programmed in its DNA. Company or an organization's work culture includes the set of attitudes, values, beliefs, goals, and other characteristics that a company or organization creates to serve its customers

and provide a positive work environment. Often, these are not officially written down like company rules and regulations. However, you should try to observe and understand the company work culture. One way is to observe your coworkers and do as they do.

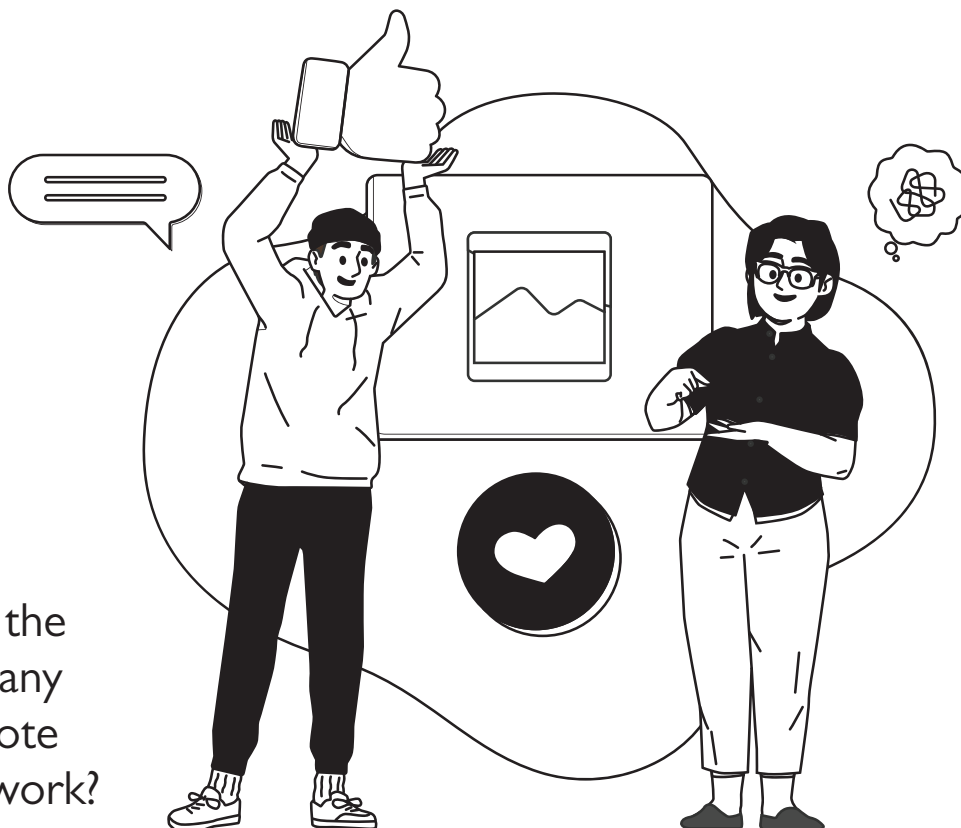
To understand the Company or Organization Work Culture observe:



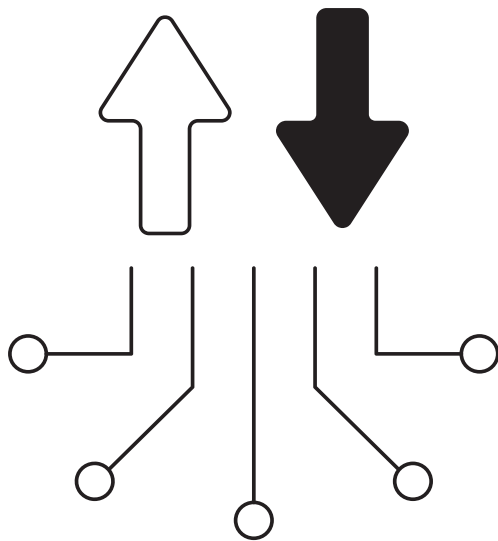
How does the company learn from history/ past experiences?



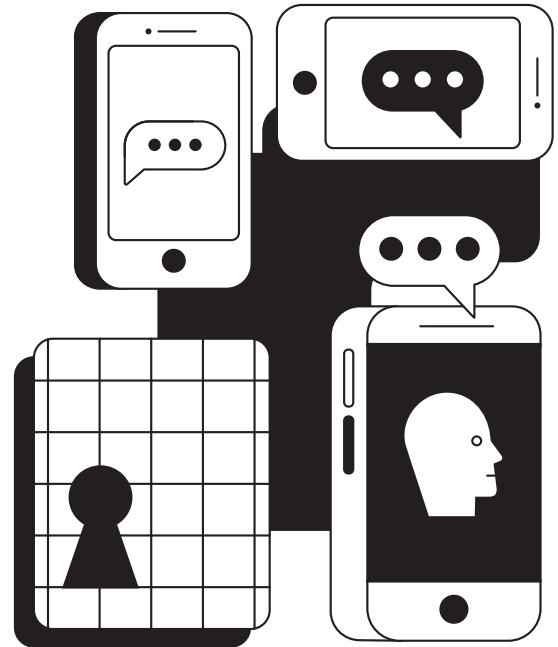
Does the company promote teamwork?



How does the company communicate internally?



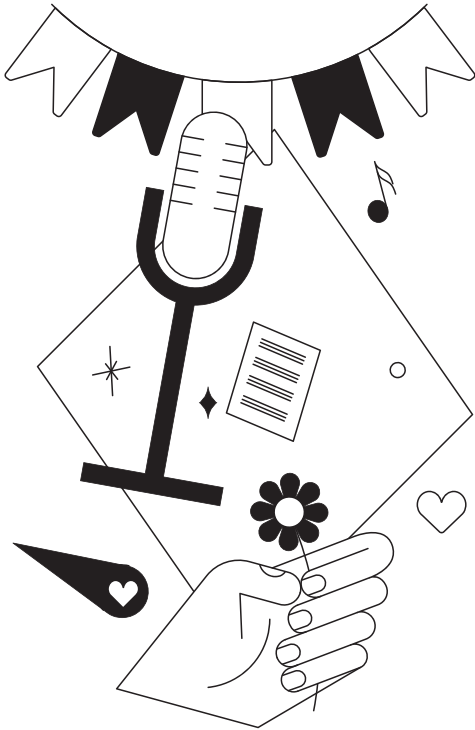
What is the use of language - slang expressions, formal to non-formal?



Does the company show caring for the employees outside the working space?



Are there traditions and habits unique for the company?



What is the image that the company tries to project for the outsiders?

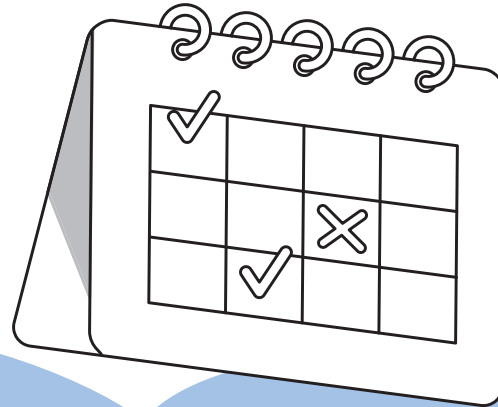


Does the company allow for growing opportunities?



What to expect during the first month of internship?

The goal of your internship during the first month is for you to learn how to apply your skill set to the tasks that are assigned to you.



DO

Observe how everyone works, communicates, and collaborates

Make new connections and building relationships with your coworkers

Ask for feedback from your supervisor

Challenge yourself to do tasks

Be a good team player

DON'T

Don't take credit for work you haven't done

Avoid engaging in gossiping about your coworkers

Don't take feedback personally

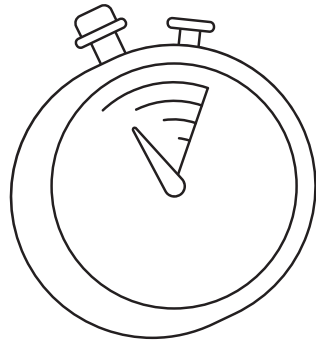
Don't get frustrated or overly stressed about mistakes and challenges

Don't say "YES" to things that make you uncomfortable or fall out of your capabilities

BELIEVE IN YOURSELF
this is the key to success

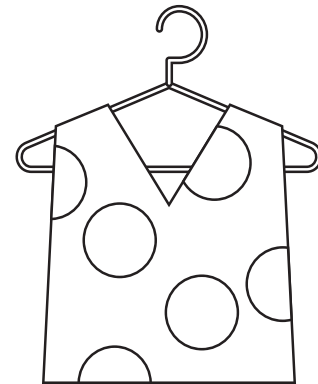
What is good professional behavior in the workplace?

Professional behavior is a combination of attitude, appearance, and manners. It includes the way you speak, look, act, and make decisions. Behaving professionally and making a good impression helps build a good reputation. Always follow these rules:



Be Punctual

- Always arrive on time to work.
- If there is usually a lot of traffic to get to work, plan to leave home early to make it on time.
- Respect the company limits for rest lunch or coffee breaks. If you have a 45-minute break, be sure to finish eating in time to refresh yourself and get back to your workplace on time.
- If you realize you will be late for work, always inform your supervisor through email, phone call or SMS.
- Do not leave the workplace earlier than your work schedule allows.
- If you've finished your work, ask others for things to do or you can help in any way.
- If you have an emergency and must leave early, ask your supervisor for permission.



Respect the Dress Code

- Ask your supervisor on the first day if there is a required dress code.
- Generally, clothes in the workplace should be business or smart casual: no clothes used for sports, short skirts, or bright colors. Clothes should be clean, and shoes should be polished. Avoid strong deodorants and perfumes and pay attention to details like clean hair, nails, and hairstyle. Men should be clean-shaven or have a well-groomed beard.
- If you are placed at a company where a uniform is required, then accept that and always wear your uniform as required.
- If there is no uniform, then dress appropriately for the job you do. Make sure you dress comfortably for the task you have at work. Check if your clothing is too short, too tight, too transparent, or unprofessional.
- Regardless of the dress code, your clothes should always look neat, clean, not ripped, not wrinkled.

Communicate Respectively

DO

Be kind and respectful to your management and coworkers

Practice articulating your opinions and always be open to communicate

Remain calm and respect the opinion of the others even if you don't agree

Practice kindness and politeness. Earn the respect of others

Respect the boundaries of others. Mirror the way others communicate with you (if someone doesn't like to joke then don't joke with them, maintain formal communication with them instead)

Treat everyone fairly and equally from the top management to the doorman

DON'T

Don't criticize! Learn how to give constructive feedback

DON'T GOSSIP. Talk with your coworkers if something bothers you

Don't use offensive language or slang expressions

Don't get involved in sensitive topics that you are not well informed about or can cause strong debates (for example: religion, ethnicity, politics, or sexual orientation)

Don't ask direct personal questions and don't share personal issues

Avoid talking too much, laughing, and joking loudly when you should be working

BE HONEST – SHOW INTEGRITY – DO WHAT YOU SAY YOU WILL DO!

- Be someone others can trust. Always tell the truth to your supervisor. If you're late because you overslept, admit it. Never make up a story for why you were late, didn't show up to work, left early, or didn't finish your tasks in time; Your manager will appreciate your honesty!
- Do what you say you will do. If you promise to finish a task, then don't find excuses not to finish it.
- Always have the courage to do the right thing. Don't do things that you know are wrong even if others are doing them (misuse company assets, bully someone, gossip, complain)
- **DO NOT PUBLISH OR SHARE CONFIDENTIAL INFORMATION** with your coworkers or with third parties.
- Don't be sneaky or deceptive. Always be your true self and act with good intentions.
- Always put your best effort into your work. Even if you still don't know the job, show effort and dedication to learn instead of just staying aside and showing no interest.

Have a Positive Attitude!!

Attitude is Everything! It includes your mindset, your perceptions, opinions, and approach in dealing with yourself and with others. People enjoy working with people who are positive and optimistic. If you maintain a positive attitude, it will help you reduce stress and increase productivity.



DO

Try to be enthusiastic about your work. It will make you more productive, happier, and boost your career prospects.

If there is a heated situation at work you should try to calm the situation, not encourage it.

Surround yourself with people who are excellent at work. They will help you improve your performance and profile and protect your reputation.

Volunteer to do work that no one else wants to do. It will show eagerness and willingness to complete tasks and project a positive outlook in front of your coworkers and supervisors.

Greet everyone! Hi. Good morning. Good day. Goodbye.

DON'T

Avoid complaining and finding excuses about your work or unfinished tasks.

Avoid slouching, crossing your arms over your chest, and yawning all the time because even if unintentional, it sends the message that you are not interested in the work.

If something goes wrong or you are facing obstacles don't be disappointed. Focus on what you can learn from that experience.

Don't try to embarrass or put others down to make yourself look better.

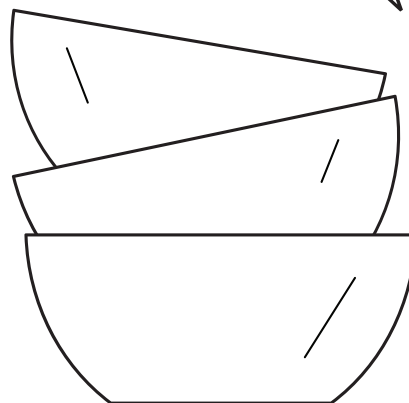
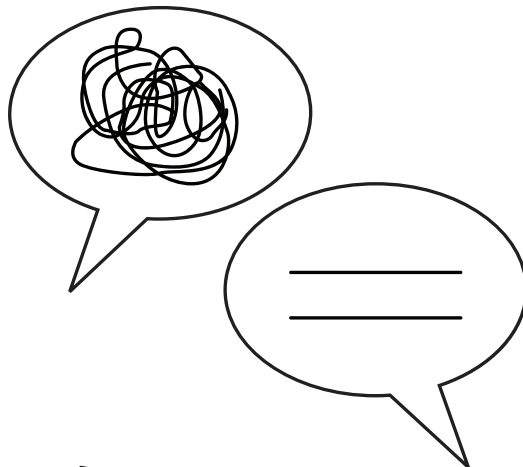
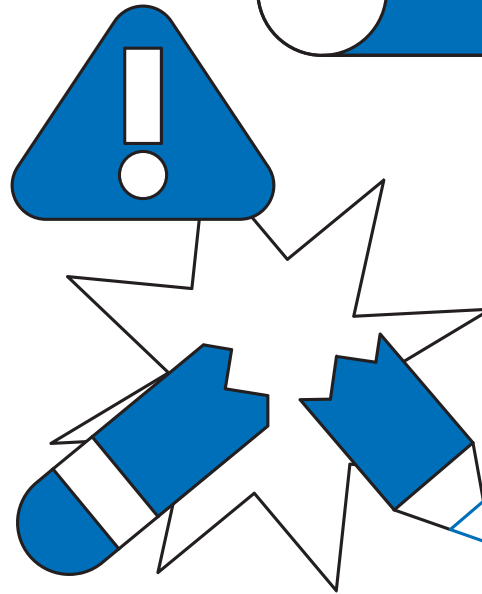
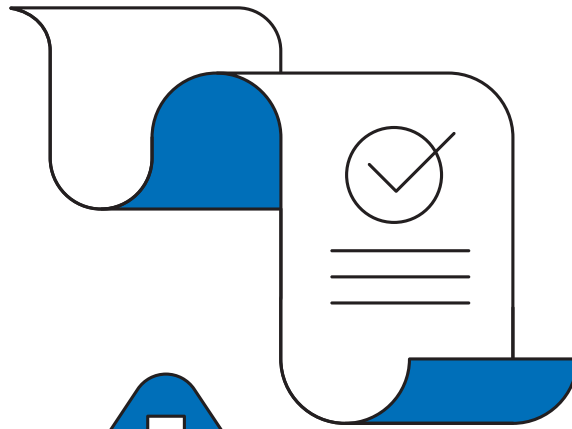
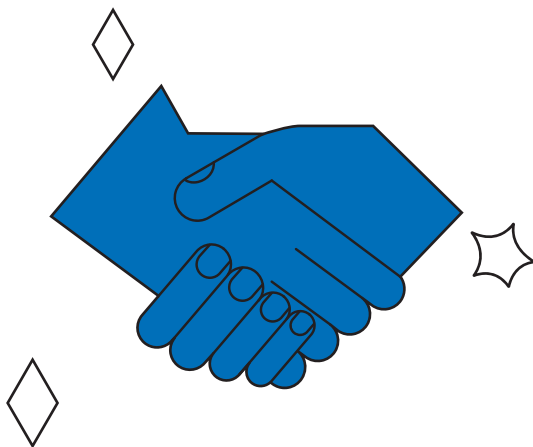
Share your thoughts and opinions but respectfully; don't show arrogance.

Watch your thoughts; they become words. Watch your words; they become actions. Watch your actions; they become habits. Watch your habits; they become character. Watch your character; it becomes your destiny."

~Frank Outlaw

Take Responsibility

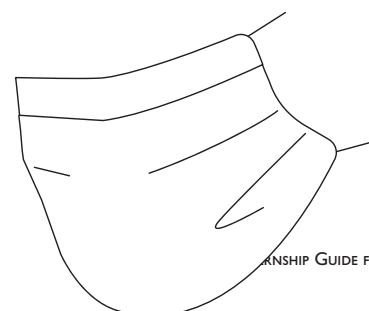
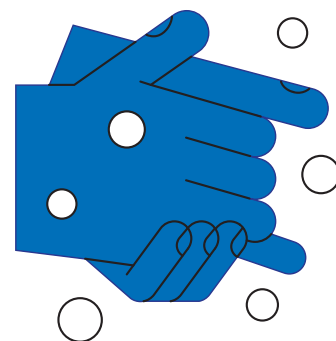
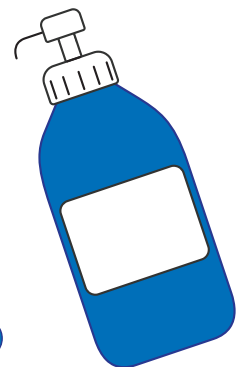
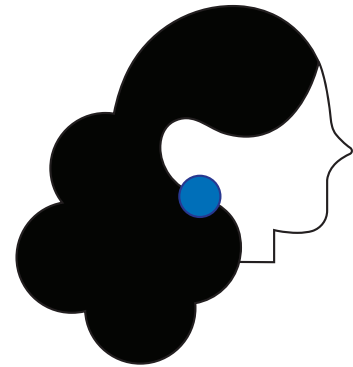
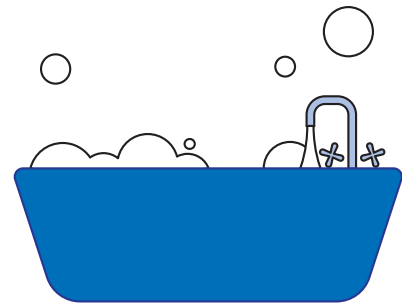
- Take responsibility for your actions.
- Show willingness to get involved in more tasks at work.
- We all make mistakes. When you do, admit it, apologize, learn from it and try not to repeat it.
- Avoid conflicts or any trouble with your coworkers, management, or clients.
- Be realistic about your capabilities. Don't take too much on your plate.
- If you find something challenging, ask someone for help or be honest with your supervisor if you need more time to finish a task.



Mind Your Personal Hygiene

Undertaking good personal hygiene is the act of looking after and maintaining your body to be clean and presentable for the workplace. It is important to practice good personal hygiene for your own health benefits but also for making the working environment more enjoyable for your coworkers.

- Shower or bath as often as necessarily to make sure you are clean and remove germs from your body.
- Wash your hair regularly and brush it at least once a day to ensure it is kept neat and tidy.
- Make sure the clothes you wear at work are always clean and neat.
- Brush and floss your teeth as part of your daily routine to help reduce the risk of tooth decay, oral disease, and bad breath.
- Depending on your job, you may be asked to meet other hygiene standards on top of the above mentioned (for example if you work in a kitchen, hospital, or other sensitive workstation then your supervisor will inform you to details).



What should I expect at the end of my internship?

Your internship program is limited, usually three to six months. Throughout this period, the company/organization will monitor and evaluate your progress and provide feedback whenever necessary.

At the end of your internship period, the internship hosting company/organization will notify you if they are able to offer you a full-time job or not. Whatever the result, try to reflect on your experience but continue to stay focused and finish your tasks as agreed till your last internship day.

- It is recommended that you close your internship in good terms with everyone you have worked with. Be sure to thank everyone who has helped and made this a positive experience for you.
- Don't hesitate to ask your coworkers and supervisor for more detailed feedback regarding your work and possible future opportunities or job references.
- Be open to communicate with the team regarding the administrative requirements and evaluation of your experience to close your direct engagement in the program.

Take time to Reflect and Evaluate your whole experience

- Reflection phase is crucial as it will help you assess your whole experience. This way you will get insights into your strengths and weaknesses and new skills acquired. With these insights, you will be ready to take on new opportunities.
- Additionally, you will be asked to complete a self-evaluation form which will provide an opportunity for you to reflect on your experience while everything is still fresh in your mind. You will be asked to assess if and how this experience has helped you grow personally and professionally, and what new skills you have learned during your internship. You will also be asked to provide feedback for your workplace as well.
- Your direct supervisor will provide you with feedback regarding your internship performance and overall progress. Don't worry! We hope this information will be useful as you plan your employment in the future.
- Be sure to thank everyone who has helped and made this a positive experience for you. **LOOK FORWARD TO THE FUTURE!**

LOOK FORWARD TO THE FUTURE!



**What
is
next?!**

Employment sources

It can happen often that the internship company/organization will not be able to offer you a job placement in their team. However, you are strongly encouraged to continue searching for employment opportunities or other internships whether that is in the same industry or you decide to change direction.

You will find a list of online sources where you can begin your job search in Kosovo:

- 
1. **KosovoJob:**
<https://kosovajob.com/>
 2. **Gjirafa.com:**
<https://gjirafa.com/Top/Pune>
 3. **Kastori:**
<https://kastori.net/>
 4. **Portalpune:**
<https://portalpune.com>
 5. **BurimeNjerezore:**
<https://burimenjerezore.com/>

Update your CV

Once you have finished your internship go ahead and update your CV/resume immediately with this new work experience. Don't forget to add the new skills you have learned from your experience. Always focus on your impact as an intern. Ask yourself what you did to have a positive effect at your company and always use active words to describe your assigned responsibilities.

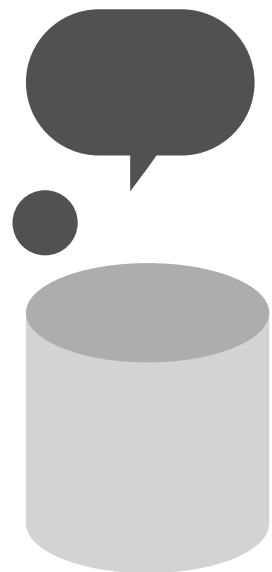
If you have already found a position that interests you, write down the skills you have learned and the tasks you have performed during your internship that are relatable and prove that you will know how to perform in the new position. Don't hesitate to ask for reference letters if you need one!

Find a template of a CV in APPENDIX

Prepare Cover Letters

It is always important to accompany your CV with a strong, convincing cover letter. You can add information about your internship experience and new skills related to the position to which you are applying in your cover letter as way to persuade the prospective employer that you are right for the job!

Find a template of a Cover letter in APPENDIX



Continuous Learning

No matter what experience you have had so far (or what level of formal education you have) your learning should never stop. The job market is always changing, and you should keep up to date with the new skills required to keep/ find jobs in the future. Technology is also evolving quickly, and you should adapt to changes to remain relevant and valuable to an employer.

Furthermore, learning new things and acquiring new skills will give you a feeling of accomplishment, which in turn will boost your confidence. It will also unveil new opportunities and help you find innovative solutions to problems. The more you learn, the more open-minded you will become. And maybe you will even become less judgmental and accepting of other people's points of view.

How can I engage in continuous learning?

Attend training courses and events in the fields that interest you. Many universities around the world are providing thousands of short courses (most are free or ask for a small fee to receive a certificate) or degree programs on-line.

Below is a list of sources in English Language:

- LinkedIn Learning: <https://www.linkedin.com/learning/>
- Udemy: <https://www.udemy.com/>
- Coursera: <https://www.coursera.org/>
- Skillshare: <https://www.skillshare.com>
- edX: <https://www.edx.org/>
- Class central: <https://www.classcentral.com/>

There are also many opportunities and Training Centers in Kosovo that offer specialized trainings in many fields. If you find it difficult to find a course that fits your interests, don't hesitate to reach out to anyone you know might have advice for you.

Make time to connect and join a network of professionals/ experts in the field of your interest.

- Read articles, magazines, online sources in the topic of your interest.
- Engage in conversations, challenge your opinions, and continue questioning everything.
- LinkedIn is a great platform to connect with people in your field of interest- Sign Up and follow people and pages that interest you.

“The only thing that is constant is change”

~Heraclitus



Appendix I - CV Template

NAME
SURNAME

Address 
Phone 
Email 



PROFILE

In this section of the CV you should write a short paragraph about your profile. This should be a piece that catches the attention of the potential employer and should contain interesting information that attracts attention. It may contain information about your skills, personality or even hobbies you have. It should be creative content and if you are not sure that you have the right description, you can delete this section from your CV and proceed directly to the education and experiences section



EDUCATION

Title achieved | Name of the School/University, City
START DATE – END DATE (CURRENT)

- Start from the current level of education (if you are at the master's level, in the title write M.Sc./MA + full name of the study program; for Bachelor write B.Sc /BA + full name of the study programs; for high school write the name the of the program you attend)
- List the main subjects and specific skills acquired during these studies (only those relevant to the position you are applying for)
- Add your GPA if it is high/ above average only

Title achieved | Name of the School/University, City
START DATE – END DATE

- If the last level of education is secondary school, then list the primary school below as well
- If the level of education is Bachelor's degree, never include elementary school
- If the education level is Masters, don't even include high school in your CV

Appendix I - CV Template



WORK EXPERIENCE

Title, job position | Company/Organisation, City
START DATE – END DATE (CURRENT)

- Start listing work, internship, volunteer experiences from the most recent to the earliest experience you had (in reverse chronological order)
- For each experience you add to the list, write the title you had, the name of the employer (company, organization, institution), location, dates of employment.
- List only those experiences that are relevant, or where you have learned skills that will help you do the job you are applying for;
- For each experience you list, give a brief overview of the role and activities you performed - highlight achievements and successes.
- Try to quantify the results of the work done
- Do not use personal pronouns in your CV - never write "I"
- List relevant achievements and skills, NOT job duties and responsibilities
- Include as many keywords as possible from the job description you are applying for
- Try to remove phrases like "responsible for" and "tasks include" and replace them with action verbs

Don't worry if you are a beginner and have no previous work experience - fill out your CV with other volunteer work info, or go below to the training and courses completed!

Title, job position | Company/Organisation, City
START DATE – END DATE



TRAINING AND EXTRACURRICULAR ACTIVITIES

Title of training/Extracurricular activity | Organizer of training/activity
START DATE – END DATE (CURRENT)

- Start listing trainings, courses, extracurricular activities in reverse chronological order.
- Write the title of the training/activity and the organization/institution that organized the training.
- Write the dates and whether you received the certificate.

Appendix I - CV Template



PERSONAL SKILLS

List some of the key skills you have that are relevant to the job you are applying for;

- Skill 1;
- Skill 2;
- Skill 3;
- Skill 4;

LANGUAGES

List the languages you know and the level of knowledge (start from the mother tongue) (see online how to determine the level of knowledge)

- First Language (mother tongue)
- Language 2: Level (C1;B2;A1;)
- Language 3: Level (C1;B2;A1;)



ADDITIONAL INFORMATION

- Add other information if this is specifically required for the position that you are applying
- Additional information may include driving license, reference list, previous presentations, copies of certificates or diplomas, publications, ect.
- Delete this part if it is not important for you!

ATTENTION:

- There is no single correct format for writing a CV, but an organized CV should definitely contain these sections: 1. Full name and contact details; 2. Education; 3. Work experience; 4. Extracurricular activities / Personal Skills.
- Choose a design style that is easy to read and visually appealing, and stay consistent in format throughout your resume.
- Carefully read the call you are applying for and organize your CV based on the job requirements - List only the education, work experiences, personal skills that are relevant.
- In all parts, you must list the elements following a reverse chronological order (from the last - the most relevant to the earliest).
- DO NOT make spelling or grammar mistakes.
- Use font styles like Times New Roman, Arial, Helvetica, Verdana, Calibri.
- Text size should be 10-12 pt (11 pt font recommended) throughout the document.
- Use bulletpoints to visually help reading information.

Appendix 2 - Cover Letter

**NAME
SURNAME**

Address 
Phone 
Email 

To:
Name Surname (or name of the Company)

 Company Address (Str Name, str nr, postal code, City, State)

 Company/organization's email

Letter of Motivation: The title of the open call or job position you are applying for

Dear Sir/ Madam

First Opening Paragraph: Clearly state the reason why you are writing this letter, write the title of the job you are applying for and indicate where you saw the open job posting.

Middle Paragraph: Explain why you are interested in this company/position and why you think you are the right person to be hired by this company. Provide examples that support your skills and qualifications.

Additional paragraph: Add specific characteristics/skills/experience that represent added value, and make you the most suitable candidate for the position you are applying for.

Closing Paragraph: Conclude the letter by politely thanking the reader for taking the time to review your application and once again restate your enthusiasm and confidence in being accepted for the position.

Sincerely,
Your name and surname

Appendix I - Cover Letter

NOTES:

- Open the letter with a greeting - if you know the name of the person who will receive the letter, address that person (eg Mr./Mrs. Gashi)
- Put yourself in the reader's shoes - What can you write that will convince the reader that you are ready and able to do the job?
- Don't overuse the pronoun "I"
- Refer to the skills and experiences listed in the job description you are applying for - draw parallels with your qualifications;
- The motivation letter should be a reflection of your CV - draw attention to the most relevant points;
- Do not use poetic phrases - be as specific as possible;
- Make sure your CV and cover letter are prepared in the same font type and size
- Always convert the documents (cv and cover letter) to PDF before sending to avoid problems and changes in the structure.
- Make sure you have no grammatical or spelling mistakes

