Candidate rejection email after interview

Send it as soon as the decision is final, ideally within two to five business days of the interview. Don't wait for your preferred candidate to accept an offer before rejecting people you would never hire.

STANDARD

Subject: Your application for [Job Title] at [Company]

Hi [First Name],

Thank you for interviewing for the [Job Title] role and for the time you spent with [Interviewer Name] and the team.

After a lot of discussion, we've decided to move forward with another candidate whose experience is a closer match for what this role needs right now.

This was a hard decision, and we appreciated how prepared you were. We'd be glad to see your name again for future openings at [Company].

I wish you the best in your search.

[Your Name]
[Title], [Company]

WITH BRIEF FEEDBACK

Subject: Update on the [Job Title] role

Hi [First Name],

Thanks again for meeting with us about the [Job Title] position. I wanted to let you know personally that we won't be moving forward with your application.

You asked for feedback, so here is what stood out. The panel was impressed by [specific strength, e.g. your examples of handling escalations]. Where we needed more depth was [one job-related area, e.g. hands-on experience with workforce scheduling for teams over 50 agents], which is a large part of this role in its first six months.

That is a gap that experience closes quickly, and it is not a reflection on your potential. If a role opens that leans more on [strength area], I'd like to reach out.

Thank you for your time and interest in [Company].

[Your Name]
[Title], [Company]

KEEP ON FILE / SILVER MEDALIST

Subject: [Job Title]: our decision, and a next step

Hi [First Name],

Thank you for going through the interview process for [Job Title]. I'll be direct: we've offered the role to another candidate, and it was close.

We'd like to keep your resume on file for [Time Period, e.g. the next 12 months] and contact you about similar roles, starting with [Upcoming Role or Team, if any]. If you'd rather we didn't, just reply and let me know.

I enjoyed our conversations and hope we get to work together.

[Your Name]
[Title], [Company]
[Phone Number]

HIGH-VOLUME / HOURLY

Subject: Your [Job Title] interview at [Location]

Hi [First Name],

Thanks for interviewing for the [Job Title] position at our [Location] site.

We won't be moving forward with your application for this class. We hire for this role often, so you're welcome to apply again after [Reapply Date] at [Careers Page Link].

Thanks for your interest in working with us.

[Company] Recruiting Team

SUBJECT LINE IDEAS

- Your application for [Job Title] at [Company]
- Update on the [Job Title] role
- Following up on your [Job Title] interview
- [Job Title] at [Company]: our decision
- Thank you for interviewing with [Company]
- An update on your interview with [Company]

SMS / WHATSAPP VERSION

Hi [First Name], this is [Your Name] from [Company]. Thanks for interviewing for [Job Title]. We've decided not to move forward this time, but you're welcome to apply again after [Reapply Date]. Wishing you the best. Reply STOP to opt out.

Placeholders to replace: [First Name], [Job Title], [Company], [Interviewer Name], [Time Period], [Upcoming Role or Team], [Location], [Reapply Date], [Careers Page Link], [Your Name], [Title], [Phone Number]