



CONTACT

Mary Elizabeth Breen-Lyles



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1713 Shawnee Street
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Dear managers of The Durham,

I am writing to express my enthusiasm for the part-time bellperson position at The Durham Hotel. With 4 years of customer service experience and a strong commitment to exceptional service, I am confident that I would be a valuable addition to your team.

During my time as a Guest Services supervisor at the Northeast Wisconsin Zoo, I managed various responsibilities, including handling cash registers, event check-ins, customer inquiries, retail pricing, completing end of day register reporting, and addressing grievances. As a Caribou Coffee barista, I consistently provided friendly service, took orders, and maintained a clean work station. Additionally, my recent experience as an independent artist has further strengthened my customer interaction skills.

While my background is primarily in software development, I have consistently demonstrated my ability to deliver outstanding service and create positive experiences for clients. My problem-solving and multitasking abilities, developed through managing complex projects, meeting deadlines, and troubleshooting issues, will be assets in the bellperson role.

I believe that my unique combination of technical and soft skills, along with my customer-centric mindset and adaptability, make me well-suited for this position. I would welcome the opportunity to discuss how my qualifications align with the needs of The Durham. I am available for an interview at your convenience and can be reached at 920-370-1896 or mary.breenlyles@gmail.com.

Thank you for your time and consideration.

Respectfully,
Mary Breen-Lyles