



CONTACT

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Dear managers of The Durham,

As a cheerful, detail-oriented people person with 4 years of customer service experience, I was delighted to see the opening for a bellperson at The Durham Hotel. The Durham's prime location along with its vibrancy and sophistication have contributed to many fabulous reviews and recommendations from guests. I'd be honored to help maintain that excellent status, and my experience providing exceptional customer service in past hospitality and technological roles make me a great fit for the job.

As a supervisor for Guest Services at the Northeast Wisconsin Zoo, I was tasked with managing all gift shop cash registers, checking in visitors for public and private events, directing people to resources for special needs, managing retail pricing, handling customer grievances and answering questions, completing end of day financial reporting, upholding safety rules, cleaning, and creating work schedules. As a Caribou Coffee barista, I greeted customers, took and processed orders, independently managed my work station, and carefully followed all opening and closing procedures. I recently began working as an independent artist, tabling at arts and crafts markets and meeting lots of new people. I love interacting with the public and tending to my customers' gratification. I believe that I thrive in public-facing roles and genuinely enjoy being on my feet and active in my work environment.

While my recent professional experience was focused on software development, I consistently demonstrated my ability to provide terrific service and create positive experiences for my clients, managers, and co-workers. I believe that my ability to understand and fulfill their needs will translate seamlessly into the hotel industry. Moreover, this background has equipped me with excellent problem-solving and multitasking skills. I can manage complexity, meet tight deadlines, adapt to changing priorities, and troubleshoot issues. These skills, combined with my strong work ethic and attention to detail, will enable me to efficiently handle the diverse responsibilities of a bellperson.

I am confident that my unique combination of technical and soft skills, customer-centric mindset, and adaptability will make me a valuable asset to your team. I look forward to the possibility of discussing how my qualifications align with the needs of The Durham. I am available at your convenience for an interview and can be reached at 920-370-1896, or mary.breenlyles@gmail.com.

I greatly appreciate your time and consideration!

Respectfully,
Mary Breen-Lyles