

203 Elmwood Avenue
San Diego, CA 92182

February 21, 2017

Sara Miller
Personnel Director
Liberty International, Inc.
4416 Sharpsburg Pike
Lansdowne, PA 24135

Dear Ms. Miller:

Please consider my application for a **junior management position** at your Lake Tahoe resort The Ledges advertised in the January 2017 issue of *Hospitality Monthly*. I will graduate from San Diego State University in May 2017 with a Bachelor of Arts degree in Hotel/Restaurant Management. Dr. Carla Anderson, my nutrition professor, described her positive experience as a consultant for Liberty and encouraged me to apply.

For two years, I have worked as a part-time desk clerk, and am now the part-time night desk manager at a 50-room boutique hotel. Besides monitoring and setting daily reservations, I am responsible for scheduling all day and night desk clerks. This experience, combined with earlier customer relations work in a variety of retail positions, has given me a clear and practical understanding of customers' and guests' needs and hotel management's expectations. For example,

- As the night desk manger, I developed and implemented a computer-based scheduling system that has decreased staff absentee rate by 82% over six months.
- With the day managers, I developed and implemented extensive quality control procedures that won two Hospitality Resident Awards last year.

As an amateur chef, I know the effort, attention, and patience required to prepare and serve fine food. Moreover, my sailing and snowboarding background might be assets to The Ledges' recreation program. For the last two summers, I have volunteered at a sailing program for at-risk children in the San Diego area.

I have confidence in my hospitality management skills. My experience and education have prepared me to work well with others and to respond creatively to changes, crises, and added responsibilities.

Should my background meet your needs, please phone me any weekday after 4 p.m., at 858-555-1212, or email me at riggsangela95@hotmail.com.

Thank you for taking time to read about my qualifications for the junior management position at The Ledges, Ms. Miller, and I look forward to hearing from you soon.

Sincerely,

Angela Riggs
Enclosure

Commented [MF1]: Ms. Riggs is writing to an HR department; her letter must be tightly constructed and list concrete evidence showing that she is qualified for the position. Note the bolding of the position title below.

Commented [MF2]: In this relatively conservative cover letter, the writer identifies herself and her purpose right away, states where she saw the posting, identifies her current situation (student), and mentions an "in" with the company. In other words, Ms. Riggs' introduction does all it should do.

Commented [MF3]: The direct reference to the posting allows the reader to contextualize the letter. It also signals that the writer does his homework: she reads industry journals.

Commented [MF4]: This very important paragraph should describe the best skill or experience she has for the position. Concrete detail is very important here. So are keywords, if she has any from the posting.

Commented [MF5]: These bullets more completely reinforce the experience described in the paragraph above. Each bullet scans easily and is as concrete as she can make it. She knows that readers love very specific achievements listed in bullet points, and also that she must have two bullets.

Commented [MF6]: The following short paragraph does two things: it signals that the Ms. Riggs has interests that could benefit the resort, which may make it easier for the interviewer to break the ice. It also hints that she is willing to exceed the job expectations and requirements probably listed in the posting.

Commented [MF7]: Ms. Riggs expresses confidence and enthusiasm throughout. In this section, she restates her general qualifications for the position, probably using qualifications listed in the posting (working well with others and responding creatively to changes, etc.).

Commented [MF8]: Good cover letters thank the reader and open the door for future contact.