

JANE DOE

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This applicant chose to use the top portion of her resume format as a "letterhead," for all documents. This provides consistency and flow, and ensures that contact information is readily viewable on all documents.

Human Resources Manager
P.O. Box 28435
Green Bay, WI 23670

This writer was unable to obtain the name of the individual to whom she was writing. This salutation, while not ideal, may be necessary in some situations and is better than "Dear Sir or Madam," to which many take offense.

To Whom It May Concern:

I am interested in obtaining the position for Customer Service Representative posted March 25, 2007 on the careerbuilder.com website. I will be receiving my Bachelor of Arts degree in Psychology from Concordia University Wisconsin on December 3, 2007, and am seeking full-time employment in customer service. Enclosed are my resume and reference sheet for your review.

By selecting Psychology as a major, I was responding to an inherent sensitivity to the vital nature of human communication and interaction. Through my employment and volunteer experiences I have had the opportunity to observe the importance of communication which is crucial to understanding customers.

Communication is a critical aspect of customer service, and oral and written communication skills are essential in order to fulfill the requirements a customer or co-worker demands. In my current position as a Target Guest Service Team Member, I consistently establish an excellent rapport with patrons and fellow team members by successfully discerning the needs of each individual, providing accurate information, and effectively communicating ideas. By understanding customers' perceptions, I am able to assist colleagues in managing issues and concerns by communicating clearly and concisely, thus ensuring outstanding customer service and business growth.

My recent practicum experience at Cope Services provided me with the opportunity to assist individuals by communicating effectively at a personal level in crisis situations, as well as with colleagues and supervisors. This background has given me a new understanding of people and the various communication differences between them in dramatically differing environments.

In addition to the abilities mentioned above, my computer science minor has enabled me to gain the technological background necessary to succeed in today's corporate environment, enhanced by exceptional written communication skills. I am a self-motivated and energetic individual who enjoys working in a team oriented setting, and will take pride in assuring that your customers receive the very best service possible, and feel confident that my experience will be of benefit.

Thank you for taking the time to consider me for the position. I look forward to meeting with you to discuss how my background skills and experience will be an asset to your company.

Very truly yours,

Note the content and flow of information provided for the reader, culminating with strong persuasive statements.

Jane Doe

Encl.