

Dear Hiring Manager:

The minute I saw this position posted on Indeed, I knew I had to jump at the opportunity. I could see that this was the perfect fit for my experience and qualifications, and that I'm exactly what you need. I'm quite sure you hear this kind of hyperbole all the time, so let me tell you a bit about why it's true in this case.

I've been following Stark Investments' progress with interest for several months now, ever since I noticed a large number of postings for the hotels you'd bought in Westeros. A bit of research—particularly a look into the case studies posted on the Stark website and reading up on financial articles about the sale of the four Westeros hotels—provided further information. Specifically, that Stark has frequently bought up hotels that are struggling and turns them around. And along with physical improvements to the hotel, that'll mean 'cleaning house': freshening up the staff as well as the building.

So here's the crux of it: you need someone new who isn't wedded to doing everything the way it's been done before. Someone who's committed to high standards and is willing to adjust, change, or completely redo current procedures to find the best way of doing things, and who lives and breathes top-notch customer service. And since all of that is my bread and butter, I'm really excited about this opportunity. Every place I've worked, my favorite part of the job is looking at how things are done and trying to figure out ways to do it better. From finding the best place to store supplies for easy access to generating new and better forms, I absolutely love finding the most efficient way to do something. Needless to say, I'm eager to get my hands into a juicy project like this and get things running smoothly.

Of course, efficiency isn't the only thing you'll need, and the most efficient restaurant in the world won't succeed without solid customer service. I adore working with people, and I have a binder full of compliments to testify to it. To me, customers aren't irritations to be overcome; they're the 'fun' part of my job. I've even held a leadership position before in a restaurant, so while this would be my first management position within a hotel, I already have a sense of how I'd like to handle issues, what I'll do under pressure, and what the difficulties in supervising a position like this are.

I'm really thrilled about this opportunity, and I'd love to talk more about it with you. I can be reached at \_\_\_\_\_. I'll be looking forward to hearing from you soon.

Sincerely,  
Dany Targaryen

# DANY TARGARYEN

*address*  
*phone / email address*

---

## *Profile*

7+ years of success in customer service and other people-oriented positions, with leadership experience in both professional and volunteer settings

### Key Results Include:

- **Frequently complimented by hotel guests for excellent customer service**, including mentions on Trip Advisor, comment cards, surveys, and even letters to the Dragonstone corporate office
- **Developed a reputation as an excellent trainer** after receiving promotion to Crew Leader at Riverrun, and currently developing new training materials for Dragonstone Inn
- **Increased cleanliness and organization** of hotel by spearheading several reorganizations and deep cleanings in areas of the hotel which had not been organized for many years
- **Executed numerous side-projects** for management at the Dragonstone Inn, including developing new documents and manuals, editing and writing three newsletters, and 'shopping' other hotels' amenities and rates to provide information to sales team

## *Key Experience*

### **DRAGONSTONE INN WESTEROS**, Westeros, VT

**Guest Services Representative** (June 2011 – January 2012, May 2012 – present)

- Helped increase hotel sales by being not only one of the most consistent reservationists, but by demonstrating strong enthusiasm for the hotel and tailoring amenities and services quoted to guests' needs
- Saved several service situations from escalating by assisting an upset guest and finding a way to meet their needs
- Assisted at other hotels on several occasions, including the Dragonstone Inn North and the Dragonstone Inn Winterfell Airport

### **RIVERRUN OF WESTEROS**, Westeros, VT

**Crew Leader** (June 2010 – June 2011)

**Crew Member** (June 2005 – June 2010 [seasonal from 2006-2010])

- Maintained a reputation as one of the best cashiers in the store, due to high levels of efficiency, accuracy, and speed, resulting in promotion to Crew Leader
- Developed a method for training new hires on the register, which helped multiple trainees learn the register system considerably faster and more efficiently than otherwise
- Helped monitor product levels and deter waste and theft by performing weekly inventories of key products, and by assisting with monthly store inventories

## **HISTORY DEPARTMENT, Lannisport, TX**

**History Junior Fellow** (October 2009 – May 2010 [senior year fellowship])

- Created, developed, and ran the History Tutoring Center to assist freshman students who would otherwise be in danger of failing first-year history
- Taught bi-weekly classes to small groups and bi-semester test review sessions to large groups of up to 100 students

### *Other Experience*

#### **QUARTH BANK, Lannisport, TX**

**Financial Representative Trainee** (February 2012 – May 2012)

#### **VISITORS' CENTER, Lannisport, TX**

**Student Worker** (February 2009 – May 2009 [semester-based])

### *Volunteer Work*

#### **HUMANE SOCIETY, Westeros, VT**

**Dog Walker** (August 2013 – present)

#### **HOUSE TYRELL, Westeros, VT**

**Food Shelf Stocker** (September 2012 – April 2013)

#### **FOREST CLUB, Lannisport, TX**

**Founder, President** (September 2007 – May 2010)

#### **SPEECH AND DEBATE SOCIETY, Lannisport, TX**

**President** (August 2008 – May 2009)

**Founder, Secretary** (December 2006 – May 2008)

### *Certifications*

#### **CPR**

**Adult, Child, and Infant CPR** (September 2013 – present)

#### **CERTIFIED TOURISM AMBASSADOR (CTA)**

**Westeros, VT** (September 2013 – present)

### *Technical Skills*

- Typing speed of 60+ WPM, and 7200 KPH on ten-key pad
- High proficiency in Microsoft Office, including Word, Excel (including Excel formula programming), and PowerPoint