

Peggy S. Smith
762 Ridge Road
Lafayette, IN 47905
peggy-smith843@e-mail-link.com
765-555-8493

June 21, 2001

Nancy Thompson, Human Resources Manager
Galvan Group
374 Tomsdale Ave.
Chicago, IL 60614

Dear Ms. Thompson:

As an experienced professional in the building service contracting industry, I am applying for the position of Customer Service Manager, advertised on your website (galvangroup12.com). A successful background in the areas of customer service and operations would make me a valuable asset to your company.

Providing quality customer service is a major focus of my present position with MKC Associates. Galvan Group is known as a top-notch company in many areas, especially customer service. I would like to put my customer service experience to work for you. As we both know, it is a competitive market today, and superior customer service is what makes the difference. Managing a customer base of 75 facilities throughout Indiana for the past seven years has sharpened my customer service skills tremendously.

In the last seven years, our employee turnover rate has gone from 150% to 55%. Part of that can be attributed to the development and recognition programs I have instituted, including Christmas parties and summer picnics. Employees need to feel they are part of a "team," and at Galvan Group, that would be one of my goals.

Six years ago, I set a personal goal to continue my education at Purdue University. In December of this year, that goal will be achieved, and I will receive a Bachelor of Science in Organizational Leadership and Supervision. I am proud of this accomplishment, as I have worked full-time while attending Purdue part-time; my GPA is 3.6/4.0. B my skills with Galvan Group would be a great opportunity for me to take on a new challenge while fulfilling my commitment to customer service.

I am anxious to talk with you and discuss my potential to contribute to your organization. I will contact you in three days to discuss my application. You can reach me at 765-555-8493, or by e-mail at peggy-smith843@e-mail-link.com. Thank you for your time and consideration.

Sincerely,

Peggy S. Smith

Peggy S. Smith