

5555 Clipper Court  
Columbus OH 43085  
July 29, 2006

Mr. John Daly  
Hiring Manager  
Worthington Industries  
1111 Worthington Way  
Worthington, OH 43211

Dear Mr. Daly:

I am responding to your July 23 posting on monster.com for an Assistant Customer Relations Manager. As a customer service professional with over 10 years of experience in customer care centers, I can bring significant customer service quality to a company that has built its reputation on quality within its industry.

I have recently graduated from Ohio University with a B.A. in History. This study of human cycles, my accumulated customer service experience acquired from working with various students, alumni, parents and potential students, as well as in my seasonal positions with XYZ company, will contribute to working with your customers to create win-win solutions. Having lived in another country and my grasp of two other languages also provide an expanded view of customer sensitivities and diversity.

The enclosed résumé further details my experience and qualifications. I look forward to speaking with you in greater detail about this position and will follow up with you via telephone next week to determine if you need any additional information.

Sincerely,

Carrie Downs  
(614) 555-5555

Enc.