

Date

The Human Resources Manager  
Port Macquarie-Hastings Council  
PO Box 84  
PORT MACQUARIE NSW 2444  
(or to: jobs@pmhc.nsw.gov.au)

The Human Resources Manager,

Take this opportunity to introduce yourself, including a brief summary of your relevant experience.

Keep the whole introduction as brief as possible, as further information will be available to us in the attached resume.

***After your introduction, address each essential and desirable criteria individually, in numerical order as listed in the job description, providing examples for each. Even if you do not meet a specific criterion, you should still list it and advise as such.***

I meet the essential and desirable criteria as follows:

### **Essential**

#### **1. Minimum typing speed of 40 wpm.**

I am capable of typing 60 wpm, with 90% accuracy. The attached statement issued by xxx TAFE in April 2006 supports this claim.

#### **2. Demonstrated experience in providing quality customer service.**

Tell us about the positions that you have held, that demonstrate your experience in providing quality customer service.

Where possible, you should provide some examples of specific instances where you have provided **quality** customer service.

Example: "I provided quality customer service when I worked at the reception of xxx Hotel. I was required to assist guests with their booking requirements and I often went beyond the scope of my position to ensure the customer was satisfied with the outcome. An example of this was when ....."

#### **3. Well developed written and oral communication skills.**

Tell us about how you use your well developed written and oral communication skills on a regular basis, using examples from your current (or past) position.

We suggest you address the written and oral skills separately, eg:

“In my current position at xxx, I utilise my written communication skills when I compile my monthly report to my supervisor, which is a detailed breakdown of my achievements during the past month. I am also required to correspond in writing to clients of our company about up-coming specials, demonstrating my ability to adjust my language to suit the audience.”

Or else, you might like to list some examples in bullet points, eg:

“My oral communication skills can be demonstrated as follows:

- I regularly speak at conferences on behalf of my company;
- In my previous position at xxx, I was required to assist customers over the telephone with their enquiries about....”

### **Desirable**

#### **1. Current Class C drivers licence.**

I have a current Class C NSW driver’s licence (Licence No: xxxx).

#### **2. Ability to use Lotus Notes**

If you have not the specific program listed, please tell us what comparable programs you have used in the past.

Please also attach an updated version of your resume, so that we can match the claims in your letter, with your experience and skills listed in your resume.

Also include a final paragraph advising of the best way for us to contact you.

Yours faithfully

Name