**JAMES R. SMITH, CCM** (555) 555-5555 james.smith@gmail.xxx

555 Main Street | Pleasant, NC 5555

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

November 12, 20xx

Mr. John Jones, President

Happyville Country Club

555 Main Street

Happyville, FL 55555

Dear Mr. Jones,

I am responding to the General Manager and Chief Operating Officer search at Happyville Country Club. This is an exciting career opportunity, and I welcome the chance to meet with Members of the Search Committee to share the contributions I could make to this highly respected club.

With a progressive career in prestigious and discerning Clubs and world-class Resorts, I have developed an impeccable eye for detail, which has resulted in a proven track record for improving member satisfaction. My strongest skill set is clearly Food and Beverage operations, and I enjoy implementing premier service standards that ensure the consistent meeting of all Member expectations.

My approach to Food and Beverage management includes both short and long term objectives. For example, short-term goals might include improved inventory and cost control systems, adding menu variety, or implementing housekeeping and deep cleaning programs.

Long-term goals, on the other hand, might include steadily improving service levels by training, growing and developing staff to reach beyond what they thought they could do. Both approaches are “win-win” for Members and Staff alike. In fact, I enjoy working with long-term staff to discover how to unlock their talents, and get them to partner with me to lift Member standards and services. Another example of a long-term goal would be the implementation of daily and weekly operations pace-reporting, five-year rolling capital planning.

My experienced management approach can have dramatic and measurable results. At Pleasant Golf Club, for example, within just two years our annual F&B loss of $283,000 was reduced to a profit of $31,000. Significantly, this was the first time in twenty years this department had posted a profit.

In closing, the key qualities of my candidacy for the GM & COO position at Happyville Country Club are my passion for service, commitment to excellence, strong logical and reasoning skills, and attention to detail. And most importantly, I enjoy daily, hands-on interaction with members and guests.

I look forward to the next step.

Sincerely,

James R. Smith