Mary Anne Swarez
103A Circle Ave.
Charlottesville, VA 22905

September 30, 2012

Mr. Steven Smith
Flight and Ticket Recruiter
Pan American Airlines
Miami International Airport
Miami, Florida 32195

Dear Mr. Smith:

While reviewing an article in the Wall Street Journal recently, I learned that your company is planning to assume a portion of Braniff Airlines' routes to South America. Many of your new customers will be the Hispanic populations of Miami, New York, Dallas and the South American countries you intend to serve. No doubt, you will be interested in increasing the number of bilingual personnel in these cities. In this regard, I possess the skills and interest to be of benefit to PanAm Airlines.

As a native of Puerto Rico, I received a comprehensive bilingual education. As the enclosed resume indicates, I will be graduating with a major in English from the University of Virginia next May and am fluently bilingual in written as well as oral English and Spanish. My customer service and conflict resolution skills will also serve as an asset as I am prepared to handle customer and organizational challenges that arise daily within the airline industry.

I look forward to using my leadership skills to assist with customer service and conflict resolution in situations when challenges arise. My involvement as the Vice President of the Latino Student Union has prepared me for recognizing the most appropriate methods in identifying problems and offering solutions, along with developing methods for troubleshooting areas of concerns. These skills, along with my positive attitude and strong work ethic, will work to your advantage in meeting the needs of the new Hispanic population you will be serving.

I will be in Miami the week of October 14-17th, 2012, and would appreciate the opportunity to meet with someone within your office to discuss my qualifications for a full-time entry-level position within your organization. Within the next two weeks I will contact you to determine if it is possible to connect with someone during my visit to the Miami area. Thank you for your time and consideration of my qualifications.

Sincerely,

Mary Anne Swarez