

**Writing part**

Topic: Resume and Cover Letter

Instructions: Write your cover letter and resume to apply for any position in a company using the templates below.

**Template of cover letter**

Your contact information

(Name and Address)

Date

Salutation (Dear Mr./Ms./Mrs.....)

Body of cover paragraph

..... (at least 250 words) .....

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Complimentary close

Signature

**SAMPLE: cover letter**

Mr. Andrew Anderson  
123 Spring Road, Memphis District  
Oregon, USA

28 July 2017

Dear Mr. Jonathan:

I was excited to see your opening for a customer service position, and I hope to be invited for an interview with you. My background includes a customer service at both a call-center and with customers in person. Moreover, I worked on the customer service desk for the MNS company, where my responsibilities included handling customer merchandise returns and providing back-up cashiering during busy periods. In addition to this experience, I gained considerable customer service skills during my part-time employment as a waiter in a restaurant while I studied in high school.

I am confident that I can offer you the customer service, communication and problem-solving skills you are seeking. Feel free to call me at 02-719-2424 (home) or 081-171-9945 (mobile phone) to arrange an interview. I look forward to hearing from you.

Sincerely,

Jonathan Smith

Adapted from: <https://www.monster.com/career-advice/article/sample-cover-letter>

### Template of resume

Name..... Family name.....

Address.....  
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Contact information (Mobile phone number, email, social network)

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Education

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Work Experience

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Languages.....  
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Special Training courses

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Technical Skills (Computer)

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Career Goals

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Interests.....  
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References

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**Sample: resume**

Name Jonathan Family Name Smith.

Address 456 Barlinton Road, Armosis District, California, USA.

Contact information (Mobile phone number, email, social network)

02-719-2424 (home) or (mobile phone) 081-171-9945

Education

2005 B.A. (English) Srinakharinwirot University, Thailand

2010 M.A. (Linguistics) Srinakharinwirot University, Thailand

Work Experience

2011 – current: Customer service, MNS company

Languages Thai, English

Special Training courses

2012 – Mini MBA., Srinakharinwirot University, Thailand

2015 – professional customer service course, BBS Training course company, Thailand

Technical Skills (Computer) Microsoft Office, Internet

Career Goals My short-term goal is to develop my communications skill with customers

My long-term goal is to pursue a career as a customer service manager

Interests Reading, Travelling

References

Asst. Prof. Yanisa Buranachaitawee, Graduate School, Srinakharinwirot University, Bangkok, Thailand