

5505 Prairie Road North
Grand Forks, ND 58208

October 12, 20—

Katherine Klesco
College Relations Representative
Walt Disney World – College Relations
PO Box 0000
Lake Buena Vista, FL 32830

Dear Ms. Klesco:

Please accept the enclosed resume and completed company application as an indication of my interest in serving Walt Disney World as a summer intern/cast member. Conversations with the staff of the UND Career Services Office as well as with prior interns from UND created my initial interest in pursuing this opportunity. Additionally, meeting your College Field Representative and attending a Walt Disney World orientation session reaffirmed my desire to apply.

Visiting Walt Disney World as a child, I was awestruck by how enjoyable my experience was. Initially, I thought it was just the rides and attractions; however, with time and more maturity, I have come to realize that guest service is what made the environment so enjoyable. I want to learn and apply Walt Disney World's model of guest service and be part of the team that creates lasting memories for families, children, and convention goers.

The opportunity of working in a multicultural, service-focused environment truly is exciting. I know that my educational coursework and prior work experience has prepared me to step in and contribute immediately. Currently, I have completed three years of coursework that will lead to a Bachelor of Arts in Communication, with a minor in International Business. As a team member at Applebee's and the Crisis Intervention Center, I have learned that excellent customer service is a team effort that cannot be overlooked. My past experiences with customer service have taught me that to create a family friendly environment that leads to customer satisfaction and loyalty, you must exceed basic expectations at every opportunity, every day, with a genuine smile on your face. As an intern, I will leverage what I have learned in the classroom and will learn through your training program with my prior public relations and customer service experiences to uphold the reputation of Walt Disney World and help further an environment that thrives on outstanding guest service.

Please refer to my resume and company application for a detailed account of my education and work experience. I look forward to your upcoming visit to the UND campus on November 8th and respectfully request the opportunity to interview with you and your team members. If you require additional information or would like to set up an interview, I can be reached by phone at (701) 741-0001 or by e-mail at kelly_grant@und.nodak.edu. I look forward to hearing from you soon. Thank you for your time and consideration.

Sincerely,

Kelly L. Grant

Enclosures (2)

5505 Prairie Road North
Grand Forks, ND 58208

September 19, 20—

Mr. Thomas Billiam, Director
North Dakota Department of Tourism
000 East Boulevard
Bismarck, ND 58505

Dear Mr. Billiam:

I understand that increasing tourism in North Dakota is a key priority for the future success of our state and that the North Dakota Department of Tourism is seeking a Public Relations Specialist. I first heard about the Public Relations Specialist position through the JobsND.com website. Please accept this letter as my application for the Public Relations Specialist position with the North Dakota Department of Tourism.

Tourism in North Dakota? The uninformed may say that it's an oxymoron and that there is nothing to see here; however, there is great potential for increased tourism with well planned and targeted publicity. I know that many people from North Dakota and other areas of the country believe that North Dakota is flat and barren. Yes, parts of North Dakota are flat and barren; however, there are many destinations that go unnoticed or are under-appreciated (Pembina Gorge, the Peace Gardens, etc.). As a native of North Dakota, I would like the opportunity to help North Dakota rediscover its hidden treasures and reinvent itself as a tourist destination.

Improving the publicity of North Dakota tourism will be a challenge. My education and work experience has prepared me to embrace this challenge and I stand willing to serve North Dakota to increase the number of tourists and ensure their satisfaction upon arrival. In December of this year I will graduate from the University of North Dakota with a Bachelor of Arts in Communication emphasizing Public Relations and a minor in International Business. As a student I combined the techniques and models learned in the classroom to relevant work and volunteer experiences. Currently I serve as webmaster for the CIC website (www.gfcrisisintervention.org) and have two years of experience with the creation, design, and maintenance of websites. Furthermore, in my work at the CIC I have developed 3 press kits, 4 promotional themes, and conducted over 20 outreach presentations to people of all ages. Additionally, during the summer of 2003, I interned with Walt Disney World where I learned how to provide world-class service and received special recognition for outstanding guest service. I will incorporate my knowledge and experience to assist the Department of Tourism in showing North Dakota to the world.

My resume is enclosed for your review. If there is anything else you need to complete my application, please do not hesitate to contact me by phone at: (701) 741-0001 or via e-mail at kelly_grant@und.nodak.edu. I will contact you within 10 days to discuss employment possibilities, confirm the application process and see if an interview may be arranged. I look forward to joining the state's public relations team. Thank you for your time and consideration.

Sincerely,

Kelly L. Grant

Enclosure