**COVER LETTER READING COMPREHENSION ACTIVITIES**

* Read the cover letter and do the exercises below.

Elizabeth Jones  
92 Example Street  
San Diego, CA 65117  
Cellular: (100) 001-0001  
Email:

August 8, 2013

Mr. John Smith  
Hospital Administrator  
Apria Healthcare  
325 Some South Street  
San Diego, CA 65217

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Dear Mr. Smith:

If you seek a new Receptionist who can do more than just handling the front desk, then we have a solid reason to meet. With my track record of providing exemplary customer service and demonstrated ability to perform secretarial tasks, I would be able to exceed your expectations and become a key member of Apria Healthcare.

Per your requirements stated in your job description, you are looking for a professional with exceptional customer service, telephone handling and computer expertise. I am very skilled in performing all kinds of reception tasks such as; greeting visitors, providing them with relevant information and relaying and resolving telephone and walk-in inquiries. Moreover, I am well versed in performing accurate data entry, scheduling calendar and meetings, making journey arrangements for executives, managing forms and maintaining office records. My exceptional skills in MS Office applications and PABX management will be a great asset to Apria Healthcare. Besides reception work, I am also able to carry out general housekeeping duties. The enclosed resume contains comprehensive details about my qualifications and skills fit to this position.

I’m excited about putting my capabilities for the growth of Apria Healthcare and would welcome the chance to meet with you to discuss this in detail. I will contact your office by phone next week to inquire about whether you need additional information regarding my credentials. In the interim, I can be reached on my cell at (100) 001-0001.

Thank you for your time and consideration. I look forward to meeting you in the near future.

Sincerely,

(Signature)  
Elizabeth Jones

Enc. Resume

Reading Comprehension

1. Label the parts of the cover letter :

* Author and contact’s details
* Greetings
* Opening paragraph
* Body of the letter
* Closing paragraph
* Thanks and final greetings
* Signature and name

1. Translate these words and phrases into Catalan :

* Seek
* Handling
* Perform
* Skill
* Walk-in inquires
* Accurate data entry
* Scheduling calendar and meetings
* General housekeeping duties

1. Who applies for the position? Who’s the contact? What is the position for?
2. Where does the applicant state the purpose of her letter?
3. What are the company requirements for the position?
4. Where does the applicant describe her abilities?
5. What does the applicant offer, apart from her secretarial skills?
6. How many times does the applicant refer to her resume (CV)?
7. The style of this letter is very formal. Can you give some example of this?