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To: Future Employers of Melissa Naftel
From: Claire Marchiano, Career Center Coordinator, EASTBAY Works Concord
Date: July 11, 2014

It is with great pleasure that I recommend Melissa for any administrative position within your organization. She is computer proficient and skilled in the clerical details so necessary in every office. Where Melissa especially shines is in the area of Customer Service. She provides each customer with exemplary service and makes each person know that his or her needs are important. She listens with an attentive ear and resolves the situation or makes an appropriate referral.

This is a very busy office and Melissa can multi-task without ever losing her composure. She answers phones, greets customers at a busy desk, and works on projects while keeping an eye on the Resource Room and what might be needed.

Melissa is a valued team member and is reliable. She is always on time and where she needs to be. She notices what needed doing and steps forward to do the extra assignment.

Melissa is very conscientious and a hard worker. She brings enthusiasm and energy and the ability to learn whatever your office needs. She jumps in to complete each task assigned to her with efficiency and excellence. I know you will be pleased if you select her to be a member of your team.

Claire Marchiano
Career Center Coordinator
EASTBAY Works Concord
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