Gregory Lee

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**Today’s date**

Mr. Eric Morris, Human Resources director

ABC Company

Address, City, State, zip

Re: Customer Service Representative - Advertised in the Shopper’s Guide

Dear Mr. Eric Morris,

While many people are stressed out when dealing with irate customers, I find it an exhilarating challenge!

I’m applying for the position of Customer Service Representative that you advertised in the Shopper’s Guide and am looking forward to enabling your customers to enjoy shopping at [company name] as much as I do.

As you can read in my resume, I’ve been fortunate to have been working in the customer service field for 13 years, and am proud of the high level of satisfaction that our customers have shared with us.

My achievements include: Developing a customer service policy, along with customer service procedures, and quality assurance methods.

My Main responsibilities include:

* Training other customer service representatives.
* Managing customer accounts.
* Responding to questions and complaints promptly.
* Investigating problems with products.
* Documenting all these actions accurately and analyzed them, thereby improving team performance and customer satisfaction.

I’m looking forward to meeting you for an interview and hearing how I can be of use to your company in this position.

Thank you so much for your time and consideration.

Sincerely,

Gregory Lee