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| **Customer Service Manager** | ► Timothy Phillips  [Street Address] New York, NY 55900 [Email Address]  Phone: 555.555.5555 |

**Today’s date**

Mr. Harold Cook

Company name

Address, City, State, zip

Dear Harold Cook,

Re: Job Ad – Customer Service Manager Position

I was excited to see on your company’s website the posting for a customer service manager for your new call center in our city.

I am enclosing a copy of my resume, which you can read to determine my suitability for the position.

As you can read, I have 16 years of experience working for a similar firm as your own, and supervised a staff of dozens of customer service representatives, strengthening the perception of our brand’s reliability in the market as well as acquainting existing customers with the full benefits to be derived from our products.

My strategy begins with:

1. Assisting in the hiring of professional customer service associates who I discern will reflect positively on our company.
2. The next step involves introducing them to the training procedures I researched and created.
3. Then supervising them during the actual work, ensuring that the work atmosphere is upbeat, focused on solutions, and pleasant for customers and staff.

Any issues that are too complex for the customer service representatives to deal with arrive at my office for satisfactory resolution. We record and incorporate customer feedback into subsequent training sessions and product development, and we’ve even impressed customers so much that they’ve applied to work at our company.

I am confident that the experience and valuable listening and training skills I possess can be put to excellent use in your new call center.

I would appreciate your contacting me at your convenience.

Timothy Phillips