**COVER LETTER**

July 21, 20XX

Dear Ms. Lee,

This letter is to express my special interest in discussing the Senior Customer Service Manager position posted on the XYZ Company web site. The opportunity presented in this listing is very appealing, and I believe that my experience and education will make me a competitive candidate for this role.

Although I have been working primarily as an Operations Manager, in this capacity I have interfaced frequently with customers, in addition to vendors and staff. This has instilled multi-dimensional communication skills and an ability to recognize, act upon, and fulfill customer wishes and needs in order to ensure their continued, and positive, relationship with the business.

In fact, in my most recent job as Operations Manager for ABC Company, I received an ‘Excellence in Customer Service’ recognition due to my ability to coordinate complex logistics in order to keep customers happy even when issues arose that were beyond the control of the organization. Again, this involved not only managing operations but also communicating directly with customers. As a result, I believe my combined ability to successfully manage operations while also effectively interfacing with customers makes me a prime candidate for this role.

The key strengths that I possess for success in this position include, but are not limited to, the following:

* Provide exceptional contributions to customer service for all customers.
* Strive for continued excellence.
* Strong communication skills.
* Eager to learn new things.

You will find me to be well-spoken, energetic, confident, and personable, the type of person on whom your customers will rely. I also have a wide breadth of experience of the type that will allow you the versatility to place me in a number of contexts with confidence that the level of excellence you expect will be met. Please see my resume for additional information on my experience.

I hope that you'll find my experience and interests intriguing enough to warrant a face-to-face meeting, as I am confident that I could provide value to you and your customers as a member of your team. I am very excited about this opportunity to work for XYZ Company. I connect with your mission to “deliver the ‘five star’ factor” to both your staff and your customers. This tenet is reflected in my own professional and personal values, and I believe this alignment strongly supports my candidacy for this role.

I can be reached anytime via my cell phone, 555-555-5555. Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

William Applicant (signature hard copy letter)

William Applicant