

[Date]

Ms. Rhonda West
Customer Service Manager
Careers Inc.
123 Corporate Blvd.
Houston, TX 77002

Re: Customer Service Representative Opening (Ref. ID: CS300-Houston)

Dear Ms. West:

I was excited to see your opening for a customer service rep, and I hope to be invited for an interview. My background includes serving as a customer service associate within both call-center and retail environments. Most recently, I worked on the customer service desk for Discount-Mart, where my responsibilities included handling customer merchandise returns, issuing refunds/store credits, flagging damaged merchandise for shipment back to vendors and providing back-up cashiering during busy periods.

Previously, I worked within two high-volume customer-support call centers for a major telecommunications carrier and a satellite television services provider. In these positions, I demonstrated the ability to resolve a variety of issues and complaints (such as billing disputes, service interruptions or cutoffs, repair technician delays/no-shows and equipment malfunctions). I consistently met my call-volume goals, handling an average of 55 to 60 calls per day.

In addition to this experience, I gained considerable customer service skills during my part-time employment as a waitress and restaurant hostess while in high school. I also bring to the table strong computer proficiencies in MS Word, MS Excel and CRM database applications and a year of college (business major). Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the customer service, communication and problem-solving skills you are seeking. Feel free to call me at 555-555-5555 (home) or 555-555-5500 (cell) to arrange an interview. Thank you for your time—I look forward to learning more about this opportunity!

Sincerely,

Firstname Lastname
Enclosure (or) attachment: Résumé

COVER LETTER INSTRUCTIONS

What to Include In a Cover Letter

A cover letter is comprised of several parts: contact information, a salutation, the body of the cover letter, and an appropriate closing. Get an overview of each part of a cover letter and how to format a printed document and an email cover letter.

Completing the Cover Letter Header

When you are writing a cover letter to mail or to upload to a job board or company website, the first section of your cover letter should include information on how the employer can contact you.

EXAMPLE:

[Date]

Ms. Rhonda West
Customer Service Manager
Careers Inc.
123 Corporate Blvd.
Houston, TX 77002

Re: Customer Service Representative Opening (Ref. ID: CS300-Houston)

Choose a Cover Letter Salutation

It's important to include an appropriate salutation at the beginning of the cover letter or message. If you have a contact person for your letter, be sure to include their name in your letter.

EXAMPLE:

1. Dear Ms. West
2. Dear Human Resource Manager
3. To Whom It May Concern

The Body Section of a Cover Letter

The most important part of a cover letter or an email message applying for employment, is the body of your cover letter. The body of a cover letter includes the paragraphs where you explain why you are interested in and qualified for the job which you are applying.

1. **Opening:** Write a personable, inviting opening paragraph that highlights how your skills are a perfect fit to the job
2. **Hook:** Highlight your past achievements as they relate to the job you're applying
3. **Skills:** Highlight additional relevant skills, such as computer languages or certifications
4. **Close:** Briefly recap your strengths as a candidate, and include your contact information