



Cover Letter Sample – In response to Web Listing

Date

Contact or Department

Company Name

Address

City, State Zip

Re: Position

Dear Mr./Mrs./Ms.:

My varied customer service and training experience, along with my extensive educational background, make me the ideal candidate for the Customer Relations position posted on your website.

Much of my previous work experience has been in customer service, and the tools and techniques I have learned from this industry apply directly to the skills Customer Relations need – the skills you seek – speaking effectively, facilitating group discussion, solving problems, developing rapport, organizing, and meeting goals.

With my associate's degree in business and my previous experience I had the ability to accomplish the following:

- 40% reduction in call time per customer resulting in an increase in the amount of calls taken
- Stream-lined the call reporting process to one centralized system
- Implemented a departmental training program which increased overall knowledge and decreased the amount of transferred calls to management

I know I will be a key player on your customer relations team, and I would like the chance to prove that to you.

I have enclosed my resume, which provides further details on my skills and experience. Thank you in advance for your consideration. I will follow up with you next week to schedule a meeting.

Sincerely,

John Smith