

Hayley Cummings

Customer service

*Sean Merchant
Hiring Manager
Dayjob Ltd
The Big Peg
Birmingham
B18 6NF*

Date: 26th September 2012

Dear Mr Merchant

Your company recently advertised on the dayjob.com website for a Customer Service Advisor. After reading the job description I am confident that I would be a perfect fit for this position as my experience and abilities precisely match your requirements.

Without wishing to sound boastful I feel that I come to you with a background that is unique and distinctive from other applicants. I possess a strong desire to build a career within customer service and to learn more about the market. I also feel that my expertise in coupled with my natural enthusiasm will allow me to inspire customers, and give them a very positive impression of any company that I work for. These points coupled with my proven ability to have prepared me well for a position with your organisation. My core strengths include, but are not limited to the following:

- Using my initiative to sell additional products and services to customers.
- Always confirming that a customer is fully satisfied before ending any conversation.
- Being able to analyze a situation with the information given by a customer and then suggesting multiple solutions to any problems.

For additional information about my capabilities please view my attached resume.

Right now I want to work for a reputable and exciting company like yours where there will be a big stage for my talents. Therefore I would welcome the chance of an interview, where we would be able to discuss in greater detail the value and strength I can bring to your already successful company.

I thank you for your time and I look forward to hearing from you.

Yours sincerely

*Hayley Cummings
123 Some Made Up Road
Dudley
West Midlands
B111 8AAA
T: 0044 121 638 0026
M: 0870 061 0121
E: info@dayjob.com*



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