

SARAH IRVING

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MATTHEW JOHNSON

Hiring Manager
Marriott Hotel
(987) 654-3210
matthewjohnson@marriott.com

Dear Mr. Johnson,

During my time with Hilton Hotel as a front desk agent, I achieved monthly survey scores of over 90% by delivering high-quality, personalized service. My guest satisfaction ratings were consistently top three across the team. My ability to communicate with calmness and empathy will allow me to achieve similar success with your organization in this position.

Marriott's mission to enhance customers' lives through exceptional vacation experiences is what draws me to apply for the position. With over seven years of experience in the hotel industry, I am passionate about delivering a hotel experience that comforts others. I can provide valuable contributions in the area of guest services based on my past accomplishments:

- Fielded various guest issues for a premiere hotel with over 200 rooms, communicated with kindness and empathy to determine ideal solutions, and achieved guest service scores of over 90% on surveys
- Conducted scheduling for hotel bookings, interfaced with customers to reschedule dates, and generated a 30% increase in enrollments for hotel rewards memberships
- Coordinated with departments throughout the hotel to communicate issues with rooms and ensure timely resolution to maintain guest satisfaction

I would like to schedule an interview to provide more insights into how my communication skills can aid your guest services department at Marriott. You may contact me via phone or email at your earliest convenience. Thank you for your time and consideration.

Sincerely,

(Insert Signature Here)

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