

Britt Gaines

Customer Service Representative | britgain@email.com | (205) 123-4567 | 5681 W Pine St.,
Tuscaloosa, AL 35406

January 7, 2021

Amber Louis
Human Resources Manager
Hawthorne Global Aviation Services
(205) 000-1234
asmith@hawthorneglobalsvcs.net

Dear Ms. Louis,

As a Hotel Guest Services Representative for the past two years, I understand the importance of creating and contributing to world-class customer experiences. I have assisted and cultivated positive professional relationships with many airline passengers, flight attendants and aviation specialists among my clientele. The niche of corporate aviation fascinates me, and I'd love to offer my customer service skills to Hawthorne Global Aviation Services.

I've garnered a reputation for effective communication, efficiency, proactivity and complaint resolution. I've also increased my proficiency with cash handling, customer management software, and MS office. Please consider these achievements and how your organization can benefit from my proven experience and commitment to excellence:

- Multiple five-star reviews mentioning my name on Google and Yelp
- Six Employee of the Month awards
- Corporate recognition for stellar customer service

I am available to meet with you virtually or in-person to discuss how I can align my skills and goals with your company's mission of providing professional, personalized service that exceeds expectations. Please contact me to set up an interview at your earliest convenience.

Sincerely,

Britt Gaines

P.S. Please let me explain how I resolved a misunderstanding with a celebrity at my hotel and won more clients as a result.