

Mina Sayed

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Pat Martin

Talent Specialist
Four Seasons Hotel
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Dear Pat Martin:

During my time with Hilton Hotels, I achieved a customer satisfaction score of 92% and exceeded all key performance indicator (KPI) targets, including call length and conversion rates. I look forward to leveraging my customer service expertise to excel in the call center representative position with your establishment.

Four Seasons' reputation as a leading brand within the hospitality industry is what draws me to apply for this opportunity. With over two years of experience providing high quality service at another leading hotel chain, I can help to drive guest satisfaction scores for your organization. Some of my previous successes include:

- Achieved a customer satisfaction score of 92% and exceeded all KPI targets, including call length and conversion rates
- Fielded inquiries from existing customers and potential guests, provided support for hotel bookings and rescheduling, and successfully upsold suites
- Communicated with empathy, patience, and understanding and identify solutions to ensure guest satisfaction and diffuse conflicts

I look forward to telling you more about how my customer service skills and knowledge of the hospitality industry can improve the guest experience at Four Seasons. Feel free to contact me via phone or email to schedule an interview. Thank you for your time and consideration.

Best regards,

(Insert Signature Here)

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