

Leroy Blanchard

Call Center Representative
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(432) 109-8765

March 15, 2021

LATISHA GOUGH

Senior Hiring Manager
Mom's Meals
(987) 654-3210
l.gough@youreemail.com

Dear Ms. Gough,

Training and mentoring six new hires in 2020 was my proudest career achievement to date. My support and leadership allowed them to increase sales by 32% in a single year collectively. I hope to offer the same inspiring leadership in a supervisory role at Mom's Meals.

As a seasoned telephone representative with a 12-year track record for outstanding customer service, I am motivated by Mom's Meals' incredible reputation for exceeding client expectations. My recent achievements show that I have the determination and organizational skills to become a strong leader at your company:

- Receiving a 95% satisfaction rating for my service in 2020, with customers praising my professionalism, efficiency, and warm interpersonal style
- Working in collaboration with the management team to deliver staff training on sales techniques, resulting in a revenue increase of 45%
- Resolving all customer queries and complaints within the target timeframes and exceeding these deadlines in 86% of cases

I would like to attend an interview to discuss how my previous experience and impressive sales ability can help propel Mom's Meals to even greater growth in 2021, and I am available at your convenience.

Sincerely,

(Insert Signature Here)

LATISHA GOUGH

P.S. I would love to explain why I was voted Representative of the Year by my peers in 2019.