

# Clara Rice

Restaurant Manager  
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(485) 294-2049

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## SUMMER ROBERTS

Senior Hiring Manager  
Dave & Buster's  
(475) 290-0384  
s.roberts@youreemail.com

Dear Ms. Rice,

Last year, I pioneered a staff wellbeing scheme that improved employee retention by 43% over 12 months. This, in turn, led to a 23% customer satisfaction increase as it allowed the team to focus on service improvement instead of onboarding new hires. I hope to demonstrate the same strategic thinking as the restaurant manager at Dave & Buster's.

As an energetic leader with more than 7 years of experience in fast-paced environments, I am drawn to Dave & Buster's emphasis on creating fun and unexpected dining experiences. I believe that my innovative approach and superb guest service skills make me the perfect fit for your company. My recent achievements include:

- Successfully troubleshooting guest complaints by generating creative solutions, transforming 91% of cases into repeat customers
- Designing and implementing a streamlined customer care protocol that boosted weekly takings by an average of \$5k
- Regularly creating exciting staff incentive schemes to encourage upselling, boosting beverage sales by 34% over three years

I look forward to meeting you to discuss how my enthusiastic and motivational interpersonal style can energize your team and help further your reputation for outstanding service. Please contact me to set up an interview.

Sincerely,

*(Insert Signature Here)*

CLARA RICE

P.S. I would like to explain how I led my team to become the top-performing franchise branch last year.