

# MARIA VALDEZ

Front Desk Agent 123 Address St., New York, NY 12345 mariavaldez@youremail.com (123) 456-7890

January 1, 2022

## CHRISTINE BAKER

Hiring Manager  
Hampton Inn  
(987) 654-3210  
christinebaker@hamptominn.com

Dear Ms. Baker,

With over five years of experience within the hospitality industry, I've developed strong expertise in operations management. While working as a front desk agent at the Microtel Inn & Suites, I improved resolution times for guest issues by 15% by improving communication protocols across departments. I believe that my ability to drive continuous improvements to hotel operations makes me an ideal candidate for the front desk agent position with your company.

Hampton Inn has a reputation for delivering a superior hotel experience that strongly aligns with my professional background. I am confident that I can help to continue to grow this reputation based on my achievements throughout my career:

- Coordinated front desk operations in collaboration with the hotel manager and guest services team for a hotel with 150-250 guests, fielded phone inquiries from customers, booked stays, and upsold suites, which generated a 10% increase in sales
- Developed new procedures to reduce communication breakdowns across departments, which improved guest satisfaction scores by 25%
- Received the Employee of the Month award four times over two years for providing exceptional service to guests and strong support to team members

I hope to speak with you further to discuss how my operations management experience can benefit your guest services department. You can schedule an interview with me at your earliest convenience with any follow-up questions you may have. I appreciate your time and consideration.

Sincerely,

*(Insert Signature Here)*

MARIA VALDEZ