

JORDAN ROMERO

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January 1, 2024

Jennifer Collins

Hiring Manager
Four Seasons
(987) 654-3210
jennifercollins@fourseasons.com

Dear Ms. Collins,

Improving guest satisfaction scores by 30% as a front desk agent for Wyndham Suites was one of my proudest achievements in 2023. As a front desk agent, I coordinated with the guest services team to enhance operational effectiveness and deliver an unparalleled hotel experience. My expertise within the hospitality industry will allow me to deliver valuable contributions to your organization.

Four Seasons' reputation for providing high-end hospitality services with empathy and professionalism is what draws me to apply for this position. My experience within the hotel industry will allow me to continue to grow this reputation based on my professional accomplishments:

- Fielded inquiries, managed guest issues related to rooms, service, and booking, and collaborated with the guest services team to drive operational excellence and improve the customer experience, which improved satisfaction ratings by 20% over one year
- Utilized upselling techniques to improve sales for luxury suites, amenities, and rewards memberships, which resulted in a 15% increase in monthly sales
- Coordinated with the hotel manager and five departments to ensure timely resolutions for guest issues in a fast-paced hotel environment with 3,000 rooms

I would like to schedule an interview to provide more insights into how my expertise in guest services can benefit your organization. You may contact me via phone or email at your convenience. Thank you for your time and consideration.

Sincerely,

(Insert Signature Here)

JORDAN ROMERO