

COVER LETTERS

GOAL: Introduce yourself to an employer

- ALWAYS write a new cover letter for each specific job!
- Use your letter to create more interest in your application

Use the same heading as other application materials, like your resume. Headings should include name, address, telephone number and a professional email address.

Salutation (Dear Dr., Mr., Ms., or Miss _____):

Double check the spelling to ensure you spell the recipient's name correctly!

Close the letter with "Sincerely," "Respectfully," or another professional reference. Provide both a handwritten and typed signature.

CARRIE R. SERVICES
1234 Main Street • St. Louis, MO 63701 • (314) 555-1234 • cservices@gmail.com

March 1, 2019

Mr. John Glenn
Director of Human Resources
ABC Company
1804 Broadway, Suite 207
St. Louis, MO 63139

RE: Customer Care Specialist position

Dear Mr. Glenn:

The position for Customer Care Specialist advertised on the Careers section of the ABC Company website caught my attention. Your listing indicates the successful candidate must be customer focused and possess strong communication skills. My education, background and experience are a strong match for the qualities you seek, and I offer the following for your review.

Quickly establishing a genuine rapport via phone or in person were skills I used daily as a Customer Care intern at XYZ Travel Agency. For example, I quickly determined where to direct phone inquiries by asking a series of brief questions. All efforts were then made to seamlessly connect customers to the department or representative requested. By confirming availability of the representative before speaking the call through, clients were assured they would connect with the party requested, or have the option of speaking to another representative or leave a detailed message. This process minimized customer frustration and improved customer satisfaction. Likewise, customers who arrived for an in-person appointment, were warmly greeted, responded to a few brief questions and then personally escorted to the appropriate office. Many customers positively commented to the agency owner about the high level of personal care and attention I provided.

Strong communication skills are another area I have experienced success. As my sorority's Social Chair was tasked to provide detailed and timely updates about our 'Spring Fling' social event. These updates were needed to assure committee members were kept up-to-date and on track to meet deadlines and goals. To accomplish this I created and updated a specialized Facebook page, sent daily tweets, and utilized the Outlook Meeting Request function to automatically alert, remind and update members' calendars. These communication tactics enabled everyone to effortlessly report progress and confirm deadlines and goals were met. These tactics were so successful, other sororities and student organizations adopted this model for their programs and events.

I would like to learn more about the details about the Customer Care Specialist position and how my skills, background and experience may contribute to your team. I can be reached via phone at (314) 555-1234 or e-mail cservices@gmail.com. Thank you for your time and consideration in this matter.

Sincerely,
Carrie R. Services
Carrie R. Services

Inside Address:

- Name of the individual receiving the letter
- Title of above individual
- Name of the company / organization
- Street Address
- City/ State and Zip code

RE: Position title

Get to the point! State why you are writing, the specific position you are seeking and how you learned about the position. If you have been referred by someone inside the organization, include the individual's name.

Think like an employer! Describe related qualifications, and accomplishments from academic, employment, volunteer, and other experiences important to the employer. Give concrete, concise examples to demonstrate your ability to perform the job.

Thank the employer for taking the time to review your resume and consider your application. Indicate you are looking forward to meeting with them to learn more about the job and how you may contribute to their organization.