

[Your Name]
[Street Address]
[City, ST ZIP Code]
January 10, 2014

[Recipient Name]
[Title]
[Company Name]
[Street Address]
[City, ST ZIP Code]

Dear [Recipient Name]:

It is tempting to telephone in response to your ad for a customer service representative since the majority of service transactions take place over the phone these days.

Instead, I enclose my resume as you requested, providing you with in-depth information on the 11 years I have spent dealing with the public. Throughout this time, I have successfully resolved customer claims and accurately recorded complex product orders with consistent praise from my supervisors.

More importantly, I have enhanced each company's reputation, keeping existing customers satisfied and transforming first-time buyers into loyal, repeat purchasers.

I would appreciate the chance to do the same for your organization and will call you shortly so that you can experience my skills on a first-hand basis.

Sincerely,

[Your Name]

Enclosure

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