January 17, 2013

Corinne Smith

123 Firefly Court

Oakman, ID 33391

Walter Cornwell

Products Galore

100 Office Park

Oakman, ID 33391

Dear Mr. Cornwell,

I am writing to express my interest in the recently posted Customer Service Manager position at Products Galore. Since I was first hired as a Customer Service Representative at Products Galore in 2009, I have been working towards my goal of transitioning into a leadership role. Because I was identified by management as having leadership potential, I have participated in several management training programs. I have also supervised teams of representatives in management’s absence and performed other functions of my manager to assist her as needed.

I feel that I am qualified for this position for several reasons. First of all, I have a complete understanding of the challenges facing a customer service representative since I have been one myself. I have excelled in this position, and I am confident that I have what it takes to help others succeed as well. Secondly, I have seen an excellent example of leadership in my own manager. She has been preparing me for some time for the day that I would move into a management role, and I feel very equipped to do so. Finally, I am a very motivated individual and a natural encourager. I enjoy learning what motivates others, coaching them, and helping them to perform at their highest level.

While I understand the challenges that an employee might face when moving into a position where they would be managing employees who were once their peers, I am confident that I could easily handle this transition. I have built a good rapport with all of my coworkers. As I mentioned, I have supervised them on previous occasions, and I feel that they already view me as a leader.

My success in my current role is an indicator of my commitment to excellence and my understanding of what it takes to be a great customer service representative. I would embrace the opportunity to bring my expertise and insight to the table in a managerial role. I am confident that the Customer Service Department at Products Galore could greatly benefit from what I have to offer.

Sincerely,

Corinne Smith

Customer Service Representative