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Ms. J. Robertson  
PQ Energy  
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14<sup>th</sup> December 2016

**Customer Services Manager, Vacancy Reference PAO 213465**

Dear Ms. Robertson.

I wish to apply for the role of Customer Service Manager, currently being advertised on your website. After reading the job description, I feel confident that my attributes and transferrable skills will help me perform efficiently in this role.

As you can see from my attached CV, I have over 5 years of experience in the administrative industry. Having worked up from Office Assistant to Office Manager, I'm ready for a new challenge in the Customer Service industry, and see this position as the perfect role to help me achieve this.

Throughout my previous positions I have always enjoyed spending time dealing with the public, and building a rapport with them. I enjoy finding solutions to problems, and ensuring that clients are offered an outstanding customer service. Within my present role, a lot of my duties include customer care and client related work. I have demonstrated my ability to greet clients, address complaints, follow up on emails and telephone calls, and obtain overall client satisfaction. I believe that this interest, coupled with my exceptional communication, administrative skills and managerial skills built up during my career, make me the perfect candidate for building a long-term career in this role.

In my previous role as an Office Manager at XY Vending, I was responsible for implementing a new electronic system within the department, increasing productivity by 20%, and decreasing errors by 45% within 6 months. Additionally, I managed a small team of three. In changing the management style within the department, I boosted staff morale – increasing the department ratings on our annual staff survey by 25%. Despite being from a different industry, I am confident that I can bring this level of success with me to your organisation and help PQ Energy build on their reputation as the leading energy provider.

I look forward to an opportunity to meet with you to discuss this further.

Yours sincerely

**Sally Smith**

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