**FRONT DESK COVER LETTER**

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Hector Silva

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Dear Hiring Manager,

When I learned The Foundry Hotel was hiring staff members for the Front Desk, I knew making this change would be a natural progression for my career path. I am organized, quick to respond to requests and have three years of experience in a customer-facing role. I would welcome the chance to contribute to the success of The Foundry Hotel – and the satisfaction of its guests – by working at the Front Desk.

My experience makes me an ideal fit for Crossover Software. In my current role, I facilitate sprint sessions and manage project milestones. Currently, I work a rotating schedule at a motel. I have learned that hospitality functions vary based on the time of day. I perform all needed Front Desk functions including checking guests in and out, answering questions, settling the bill and responding to telephone inquiries.

 If housekeeping or engineering staff are off duty, I step in for them. When requested, I bring extra towels to guests or fix basic maintenance issues. If I cannot solve the issue, I escalate the problem to the proper staff member. I inform the affected guest of the expected resolution time and offer a replacement room when needed.

I plan to start a degree in hotel management. Securing a Front Desk position at The Foundry Hotel will provide me with hands-on hotel experience to complement my studies. I have excellent time-management skills, possess the ability to work any shift, am eager to learn and always strive to make everyone feel welcome and comfortable.

Thank you for your time and consideration. I look forward to learning more about the Front Desk position at The Foundry Hotel. I'm committed to growth and will always strive to continue my education to support your company and the clients it serves.

Sincerely,

Hector Silva