**CUSTOMER SERVICE COVER LETTER**

09/01/XX

Subject: Application for Customer Service role

Dear Mr. Anderson,

I am writing to apply for the Customer Service position at Sprint Deliveries that I saw advertised on Monster.co.uk, and to explain why I think I would be the right candidate for this role. With three years’ experience in customer service positions at delivery companies in West Yorkshire, I believe I have what it takes to provide your customers with the excellent service they expect.

Sprint Deliveries has a reputation as the best and fastest delivery business in the region and I am keen to work for such an ambitious and dedicated team. With my previous experience at Bedex and EHL, I have gained significant exposure to how the delivery industry works and have experience dealing with common customer service issues. I am now ready to take on a more challenging role and was excited to see your job advertised online.

I get a huge amount of personal satisfaction from helping resolve delivery issues for customers, serving as a friendly, human face for the business and working with them to find the optimal solution. I fully understand that a late delivery can affect someone’s business or even ruin a birthday, and so I constantly strive to provide the best, fastest solution for my customers. My commitment to this level of service is demonstrated by my completion of two in-house training sessions at my current job, both helping to make me a better customer service professional. This dedication to customer service was recognized by my last employer who gave me an award for ‘going above and beyond’ for customers in 20xx.

I am enthusiastic to continue developing my career in delivery industry customer service and believe a fast-growing industry leader like Sprint Deliveries is the perfect environment in which to do that.

Thank you for taking the time to consider my application. I look forward to hearing from you soon.

Yours sincerely,

Joe Wilson