

Jordan Smith

January 16, 2026

Acme Corporation

RE: Entry Level Customer Service Representative

Dear Hiring Manager,

I am excited to apply for the Entry Level Customer Service Representative position at Acme Corporation, as advertised on your careers page. With a strong desire to provide exceptional service and a passion for helping others, I believe that my background and skills make me a perfect fit for this role. I have long admired Acme Corporation's commitment to customer satisfaction and innovation, and I am eager to contribute to your team.

During my time as a volunteer at the local community center, I honed my communication skills by assisting visitors with inquiries and resolving conflicts. For instance, I implemented a feedback system that allowed us to gather visitor experiences, leading to a 20% increase in positive feedback in just three months. This experience taught me the importance of active listening and empathy in providing excellent customer service. Additionally, while working part-time in a retail environment, I consistently exceeded sales targets by 15% through my ability to identify customer needs and recommend appropriate products. My managers often praised my problem-solving skills, particularly when handling challenging customer interactions.

I am eager to bring my strong work ethic and dedication to Acme Corporation, where I am confident I can contribute to enhancing customer experiences. I look forward to the opportunity to discuss how my background, skills, and enthusiasm align with the goals of your team. Thank you for considering my application. I hope to speak with you soon.

Sincerely,

Jordan Smith