

# Jordan Taylor

January 16, 2026

Acme Corporation

RE: Freelance To Full Time Front Desk Agent

Dear Hiring Manager,

I am writing to express my enthusiasm for the Freelance To Full Time Front Desk Agent position at Acme Corporation, as advertised on your company website. With a solid background in customer service and a passion for creating welcoming environments, I am excited about the opportunity to contribute to your team and enhance the guest experience at your esteemed establishment.

Throughout my freelance career, I have honed my skills in front desk operations by working with various hotels and hospitality services. One of my notable achievements was at Sunny View Resort, where I implemented a new check-in procedure that reduced wait times by 30% during peak seasons. This initiative not only improved guest satisfaction ratings but also increased the volume of bookings through positive online reviews. Additionally, my experience at City Center Inn exposed me to diverse customer interactions, where I successfully resolved guest complaints with a 98% satisfaction rate, reinforcing my ability to manage challenging situations with professionalism and empathy.

I am particularly impressed by Acme Corporation's commitment to exceptional customer service and innovation in the hospitality industry. I am eager to bring my strong organizational skills and proactive approach to the full-time role, ensuring that every guest feels valued and well-cared for. I believe that my experience in both high-pressure environments and my dedication to continuous improvement make me an ideal fit for your team.

I would love the opportunity to discuss how my background, skills, and enthusiasm align with the goals of Acme Corporation further. Thank you for considering my application; I look forward to the possibility of contributing to your esteemed team.

Sincerely,

Jordan Taylor