

# Jordan Smith

January 16, 2026

Acme Corporation  
RE: Front Desk Agent

Dear Hiring Manager,

I am excited to apply for the Front Desk Agent position at Acme Corporation, as advertised on your company's careers page. With my strong background in customer service and hospitality, I am eager to contribute to your team and ensure that every guest has a memorable experience at your establishment.

In my previous role as a Front Desk Associate at XYZ Hotel, I successfully managed guest check-ins and check-outs, handling an average of 100 guests per day. My ability to maintain a calm and professional demeanor during peak hours allowed me to resolve guest inquiries and complaints effectively, which led to a 15% increase in positive feedback on customer satisfaction surveys. Additionally, I implemented a new system for tracking special requests, which improved our response time and enhanced the overall guest experience.

I am particularly proud of my initiative to organize an employee training program focused on upselling services, which resulted in a 20% increase in ancillary revenue. This experience honed my skills in communication and collaboration with team members, ensuring that we all worked together to meet our guests' needs. I am confident that my proactive approach and dedication to excellence would make me a valuable addition to the Acme Corporation team.

I look forward to the opportunity to discuss how my background, skills, and enthusiasms align with the goals of Acme Corporation. Thank you for considering my application. I am eager to bring my commitment to outstanding customer service to your esteemed hotel.

Sincerely,

Jordan Smith