

# Jordan Smith

January 16, 2026

Acme Corporation

RE: Promotion Front Desk Agent

Dear Hiring Manager,

I am excited to apply for the Promotion Front Desk Agent position at Acme Corporation, which I discovered on your careers page. With a strong background in customer service and a proven track record in hospitality management, I am eager to contribute my skills and enthusiasm to your team. Acme Corporation's commitment to excellence and customer satisfaction aligns perfectly with my professional values, and I believe I would be a valuable asset to your front desk operations.

In my previous role as a Front Desk Associate at XYZ Hotel, I was recognized for my ability to enhance the guest experience, resulting in a 20% increase in positive reviews during my tenure. I implemented an effective check-in process that reduced wait times by 30%, allowing our team to provide more personalized service. Additionally, I successfully managed guest relations, resolving issues promptly and ensuring a memorable stay, which led to a significant boost in repeat bookings for our hotel.

Moreover, I was instrumental in training new staff members on front desk protocols and customer service techniques, contributing to a cohesive team environment and higher employee satisfaction rates. My dedication to providing exceptional service, combined with my ability to multitask and remain calm under pressure, ensures that I can meet the demands of a fast-paced front desk environment while promoting Acme Corporation's high standards.

I am eager to discuss how my background and skills would make me an ideal fit for the Promotion Front Desk Agent role at Acme Corporation. Thank you for considering my application. I look forward to the opportunity to speak with you further about how I can contribute to your team.

Sincerely,

Jordan Smith