

Cover Letter

A lot of job seekers today wonder if a cover letter is still appropriate to send with your resume — and the answer is yes! And just like with your resume, you should make a customized version that talks about how your skills will benefit the particular company that you want to work for, and demonstrate how you have done some research into what the organization's points are.

Remember: You're selling yourself in a resume and a cover letter, but the employer has to want to buy so give them a reason

Assignment:

1. Use MS Word 2013 to recreate this cover letter.
2. Use what you have learn and format this in block style business letter format.
3. Apply the proper spacing and include your personal address as the RETURN ADDRESS
4. Use proper punctuation marks and grammar

There will be a total of 15 errors you must correct (including 8 punctuation & capitalization and 7 typos)

5. Print to 5110

Ms. Rhonda west
Customer service manager
Acme Inc
123 Corporate Blvd.
Sometown CO 50802
Re: Customer Service Representative Opening (Ref. ID: CS300-Denver)
Dear Ms. West

I was excited to see your opening for a customer service rep, and I hope to be invited for an interview

My background includes serving as a customer service associate within both call-centre and retail environments. Most recently, I worked on the customer service desk for Discount-Mart, where my responsibilities included handling customer merchandise returns, issuing refunds/store credits, flagging damaged merchandise for shipment back to vendors and providing back-up cashiering during busy periods.

Previously, I worked within two high-volum customer-support call centers for a major telecommunications carrier and a satellite television services provider. In these positions, I demonstrated the ability to resolve a variety of issues and complaints (such as billing disputes, service interruptions or cutoffs, repair technician delays/no-shows and equipment malfunctions). I consistently met my call-volume goals, handling an average of 56 to 60 calls per day.

In addition to this experience, I gained considerable customer service skills during my part-time employment as a waitress and restaurant hostess while in high school.

I also bring to the table strong computer proficiencies in MS Word, MS Excel and CRM database applications and a year of college (business major). Please see the accompanying resume for details of my experience and education.

I am confident that I can offer you the customer service, communication and problem-solving skills you are seeking. Feel free to call me at 555-555-5555 (home) or 555-555-5500 (cell) to arrange an interview. Thank you for your time -- I look forward to learning more about this opportunity!

Sincerely
Sue Ling
Enclosure: Resume
Typist initials