

Robert WHITE
4650 Golden Gate Vista Point
SAUSALITO, BC 94965

October 27th, 2011

Matthew JOHNSON
260 W 44th Street
NEW YORK CITY, NY 10036

Subject: Customer Service Agent CSA role

Dear Mr JOHNSON,

My long term experience in the service industry has taught me how to meet and exceed each customers expectation with service. From past experience and education, I have acquired skills to deal with people in a professional and courteous manner.

My leadership skills are developed and have allowed me to spontaneously interact with ethnic diverse populations and all age groups.

I am a motivator and organizer and these skills have enabled me to effectively defuse problem situations with customers in a tactful manner.

Teamwork is another skill I have acquired and one I know is necessary to get the job done correctly, and I am eager to learn new skills.

My experiences complement what you are looking for as a Customer Service Agent and I am a reliable and dependable candidate who would be proud to work for Columbus Regional Airport Authority.

I would like to meet with you in person to discuss the position of Customer Service Agent.

Robert WHITE