

James CLARK
7229 Main Street
VRX 3J3 VANCOUVER

December 9th, 2014

Alex WILSON
270 Wellington St W
M5V 3P5 TORONTO

Subject: Customer Service Agent CSA role

Dear Mr WILSON,

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.

James CLARK