

Mr William TAYLOR  
Flat 7  
Fairview  
73 Newington Road  
EDINBURGH  
EH9 1QW

Mr Mark JONES  
Flat 16  
Greenacres  
314 Oxford Street  
LONDON  
W1 2QJ

09 December 2014

Dear Mr JONES,

**Customer Service Agent CSA role**

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.

William TAYLOR