Your Name

Your Address

Date

Name of Hiring Manager  
Title   
Company Name  
Address   
City, State, Zip Code

Dear Mr./Ms. Last Name:

I am writing in response to your position posted on Craigslist.com for the customer service position. I have enclosed my resume for your consideration.

I have four years of work experience in the field of customer service, all within the insurance industry. During that time I have been responsible for ensuring customer satisfaction on every call. I also handle a daily backlog of outbound calls that address multiple areas of customer need.

I am currently attending courses to get my bachelor’s degree in Business Administration and have already taken courses involving customer & client interactions. I have also been trained in several computer programs you mentioned in your advertisement. My education, along with my past experience, would allow me to really excel in the customer service position at XYZ company.

I would enjoy the opportunity to discuss my qualifications with you further. You can reach me via phone at (555) 555-5555 or by e-mail at [email@email.com](mailto:email@email.com). Thank you for your time.

Respectfully yours,

Handwritten Signature (for a mailed letter)

Typed Signature or Name