

COVER LETTER SAMPLE
CUSTOMER SERVICE & SALES

March 3, 2010

Ms. Jane Smith
Human Resources Manager
Royal Bank of Canada
123 Ontario Street
St. Catharines, Ontario
L2V 3T9

Dear Ms. Smith,

I am submitting this application for the position of Account Manager, as advertised on the Royal Bank of Canada website. I will complete my Honours Bachelor of Business Administration this spring, and I believe my skills and experience make me an ideal candidate for this position.

With two years of experience in retail sales, I have developed excellent interpersonal and customer service skills. For example, in my current position as part-time Sales Associate with Old Navy Canada I am responsible for providing product information to customers and assisting them with purchasing decisions. In this role, I have helped to contribute to an overall annual sales increase of 10% at our location by continuously communicating current in-store sales and promotions, in addition to suggesting additional merchandise to complement customer purchases. I am also a dedicated team-player and have demonstrated this in my role as Vice President of Administration for the Human Resource Management Association (HRMA) at Brock University. In this role, I am responsible for ensuring effective communication throughout the organization by coordinating team meetings, maintaining accurate documentation of our meetings, and sharing information with members. As a result, I have been able to contribute to an improvement in operational efficiency by delivering necessary information in a timely manner.

I am interested in working at RBC because I believe in your vision of earning the right to be a client's first choice through the provision of excellent service. In my experience, I have valued my relationships with customers and thrive in an environment where I can provide excellent service in order to meet customer needs.

Thank you for your time and attention to these details. I would welcome the opportunity for an interview to discuss my application in person. Please feel free to contact me at 905-388-3604 or at Sally.Sample@gmail.com.

Sincerely,



Sally Sample

