David Cooper

1 Career Road, Career Town, Career County XX1 4BE

Telephone: 07123 456 789

Email: davecooper@career.co.uk

Name

Position

Company name

Address

Postcode

Date

Dear

CALL CENTRE MANAGER – REF 0001

I am keen to be considered for the Call Centre Manager role advertised in The Evening Standard. I have six years' experience as a Call Centre Team Leader, managing 35 people for leading UK retailer, Passion for Fashion. My achievements include:

* **Decreasing customer waiting times by 7%** by incentivising quick call responses and a colour coded display to inform team members of customer waiting times
* **Reducing absenteeism and sickness by 24%** by developing cross-training within the team which has built morale and increased job satisfaction
* Exceeding team targets for the past three years, recently winning overall best **Customer Service Team of the Year** out of 18 regional teams

Furthermore, I have in-depth knowledge of specialised tools, devices and procedures to successfully manage large numbers of customers from a customer service centre.

I would relish the challenge of working for such a high profile company and admire your commitment to customer service. I can assure you that my experience, industry knowledge and track record to date make me a strong candidate for this role.

I would like to confirm that I am available most days, subject to a couple of days’ notice. Please do not hesitate to contact me on 07123 456 789 to arrange an interview.

Yours sincerely

David Cooper

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