

Customer Service Cover Letter Sample

Dear Mrs. Jameson

Having read the recent review of the Lyme Hall Restaurant in the Manchester Guardian, I was dismayed, as I'm sure you are to see that the crucial elements of customer service appeared to be lacking, while the food standards were, as ever, very high.

Customer Service is the reason I am writing today, because I am extensively experienced in the trade, including front of house, restaurants, bar and functions management, and with my excellent organizational ability and interpersonal skills which I use to run my operations efficiently and profitably, I believe I could help you to return to providing the high levels of service your customers deserve. My overall expertise was acknowledged by winning the 2010 award in the Real Welcome category of the Welcome to Lancashire Tourism Awards.

I have attached my CV for your information and would welcome an opportunity to discuss my ideas in person with you. May I first highlight some of my areas of expertise:

- I have been fully accountable for the business performance of various restaurants which involved analysing and planning restaurant sales levels and maintaining profitability and preparing regular reports for management.
- Organised rotas for all departments i.e. Housekeeping, Reception Weddings and Events and the Restaurant which covers breakfasts, lunches, conferences and dinners.
- Instigated and implemented a direct marketing strategy to increase sales leading to significant improvements in the Restaurant business.
- Trained the Receptionist in how to be positive when answering telephone enquiries, thus converting enquiries into sales. I have also entered Rudstone Walk onto Laterooms Website.
- Held full responsibility for staff management and motivation, food control and sales, wine and liquor stocks, including the planning and coordinating of menus.
- I am acknowledged as being very good at meeting and greeting customers and organising table reservations. I am capable of advising customers on menu and wine choice.
- I respectfully respond to customer complaints; and maintain high standards of quality control, hygiene, and ensure compliance with health and safety regulations.

I will be pleased to provide any additional information you may require and I look forward to meeting you if you wish to discuss how I could help you to return to providing the high levels of service your customers deserve.

Yours sincerely,

Benjamin Martinsen