

Cover Letter

1. Adjective
2. Noun
3. Verb - Present Ends In Ing
4. Adverb
5. Proper Noun
6. Noun - Plural
7. Verb - Present Ends In Ing
8. Adjective
9. Adjective
10. Verb - Past Tense
11. Adjective
12. Verb - Past Tense
13. Noun - Plural
14. Adverb
15. Number
16. Adjective
17. Noun
18. Adjective
19. Noun - Plural
20. Verb - Past Tense
21. Noun
22. Verb - Base Form
23. Verb - Present Ends In Ing

24. Noun

Cover Letter

Re: Customer Service Representative Opening

Dear Ms. West:

I was _____ Adjective _____ to see your opening for a customer service rep, and I hope to be invited for an
_____ Noun _____.

My background includes _____ Verb - Present ends in ING _____ as a customer service associate within both call-center and
retail environments. Most _____ Adverb _____, I worked on the customer service desk for _____ Proper Noun _____, where
my _____ Noun - Plural _____ included _____ Verb - Present ends in ING _____ customer merchandise returns, issuing refunds/
store credits, flagging _____ Adjective _____ merchandise for shipment back to vendors and providing back-up
cashiering during _____ Adjective _____ periods.

Previously, I _____ Verb - Past Tense _____ within two high-volume customer-support call centers for a
_____ Adjective _____ telecommunications carrier and a satellite television services provider. In these positions, I
_____ Verb - Past Tense _____ the ability to resolve a variety of issues and _____ Noun - Plural _____ (such as billing disputes,
service interruptions or cutoffs, repair technician delays/no-shows and equipment malfunctions). I
_____ Adverb _____ met my call-volume goals, handling an average of 56 to _____ Number _____ calls per day.

In addition to this experience, I gained _____ Adjective _____ customer service skills during my part-time employment as a _____ Noun _____ and restaurant hostess while in high school.

I am _____ Adjective _____ that I can offer you the customer service, communication and problem-solving _____ Noun - Plural _____ you are seeking. Feel free to _____ Verb - Past Tense _____ me at 555-555-5555 (home) or 555-555-5500 (_____ Noun _____) to _____ Verb - Base Form _____ an interview. Thank you for your time--I look forward to _____ Verb - Present ends in ING _____ more about this _____ Noun _____!

Sincerely,

Sue Ling