Daniel Roberts

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Hiring Manager
Example Retail Services
Mississauga, ON

Re: Customer Service Supervisor

Dear Hiring Manager,

I am writing to apply for the Customer Service Supervisor position at Example Retail Services. I have six years of customer service experience, including two years leading a team of eight associates.

In my current role, I resolve escalated customer issues, review daily service reports and coach new team members on order-handling procedures. I introduced a shared checklist for order exceptions, which helped the team respond to enquiries more consistently.

Your posting asks for a supervisor who can balance customer needs with team performance. My experience in scheduling, quality checks and staff training would allow me to contribute from my first weeks in the role.

Thank you for your time. I would appreciate the opportunity to discuss the position with you.

Sincerely,

Daniel Roberts