

## Hospitality Cover Letter Sample 2

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**Holly Twain**

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August 14, 2018

**Charles Columbus**

Human Resources

**Snow Side Hotel and Resort**

3321 Alma Drive, Bismarck, North Dakota 47852

Dear Mr. Columbus,

I am contacting you to apply for the position of front desk clerk that you have advertised on Bismarck's Online Classifieds. I have worked as a night desk clerk at Drifting Snow Hotel for the past five years. As your advertisement indicates you are looking for a motivated and experienced clerk with proven abilities in customer service for the day shift, I believe that I would be an excellent fit for your hotel. In addition to my practical experience, I hold a Bachelor of Science degree in Hospitality Management from North Dakota University.

At the present, I greet and register all the guests in our hotel, which has a capacity of 200. I am also responsible for handling cash transactions, which typically range from \$6,000 to \$15,000 each shift. During the shift, I must take reservations and confirm them. I engage customers over the phone, through email, and in person. As a front desk clerk, I pride myself in being the chief source of customer satisfaction in our hotel.

During my five years at our hotel, I have consistently scored a 95% or higher on the customer service surveys that our customers fill out as they leave the hotel. I've also been in charge of the overall administrative duties that must be completed during the night shift. Throughout our busy summer season, I regularly train and supervise a staff of four temporary seasonal clerks.

My abilities with Point of Sale (POS) terminals have been thoroughly demonstrated while working at this hotel. Additionally, I am skilled in all aspects of Microsoft Office, including Word and Excel. My typing speed is 80 words per minute. On a daily basis, the skill I use most frequently is my ability to ease conflict and arise at a resolution.

If I were to be offered the desk clerk position at your company, I am prepared to utilize all of my job skills, education, and experience to help your company achieve its goals for success. I truly believe that my experience and abilities, which are listed extensively on the enclosed resume, make me the best qualified candidate for the position. I look forward to hearing from you through email or phone to arrange an interview.

Sincerely,  
Holly Twain