**Robert Smith**

**Guest Relation Officer**

[Today’s Date]

[341 Company Address]  
[Company City, State xxxxx]  
[(xxx) xxx-xxxx]  
[hiring.manager@gmail.com]

Dear [Mr./Mrs./Ms.] [Hiring Manager’s Name],

I am writing to apply for the position of Guest Relation Officer at [company name]. I have worked as a Guest Services Agent at [hotel name] for the past three years, and I bring a passion for excellent service and a desire to help guests have an exceptional experience.

As a guest relations officer, I would be responsible for assisting guests with any complaints or issues that may arise during their stay at your hotel. This is something I have done many times in my current role, and I believe that my communication skills are one of my greatest strengths. Whether it is on the phone, in person, or by email, I can express myself clearly and concisely to ensure that both sides understand each other.

Some of my highlights include:

* Handled customer complaints and generated new ideas to improve customer satisfaction.
* Maintained a friendly, cheerful and courteous demeanour at all times.
* Highly skilled in building rapport with guests and co-workers.
* Familiar with handling money, making change and processing credit card transactions.

I also have a strong understanding of hotel policies and procedures. While working at [hotel name], I helped develop new policies for guest relations that were adopted by all hotels within the company. This experience has shown me how to work well with others to achieve a common goal. I believe that my ability to work well with others will help me be an asset to your team at [company name].

I would love to discuss this opportunity further with you in person. Please contact me at your earliest convenience so we can set up an interview time that works best for you. Thank you so much for your time.

Sincerely,

[Your Name]