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Mr James Coles  
Keiser  
41 Cecil St  
South Melbourne 3205

Dear Mr Cole,

**RE: CUSTOMER SERVICE ASSISTANT**

I am very interested in applying for the position of Customer Service Assistant that was advertised on Seek.com on 10 September. As an active and friendly individual who enjoys greeting people with a welcoming smile, I was drawn to this role due to Keiser's vision of developing an individual's long-term health focus. This aligns with my values around health and wellbeing.

With formal qualifications in Sport and Recreation and practical experience, I bring the following key skills to this role:

- Experience greeting and assisting customers both face to face and on the phone in a calm and polite manner.
- Excellent interpersonal skills developed through interacting with a wide range of people through volunteering, work experience and roles where I have looked after children.
- Organisation, coordination and teamwork skills gained via sport leadership roles.
- Skilled in Excel, Word and Outlook and very comfortable learning new software.
- Experience with data entry and completing administration tasks including accepting payments using cash and EFTPOS.

Committed to providing a very high level of proactive customer service, my very strong work ethic has helped me to achieve goals and meet deadlines. I enjoy learning, taking on a wide variety of tasks and look forward with excitement to undergoing in-house training and development for this new role.

I am flexible in my availability and able to work a rotating roster. My enthusiastic, motivated and positive attitude would make me an ideal Customer Service Assistant at Keiser. Please refer to my attached resume for further details and I look forward to answering any questions that you may have in an interview.

Yours sincerely

Simona Carghill