

49, Daffodil Crescent
Arnold
Nottingham
NG5 8GJ

The Mobile Phone Store
54, Clumber Street
Nottingham
NG1 2DY

9th July 2021

Dear Sir or Madam

Re: Retail Customer Advisor

I am writing in response to your advert for a Retail Customer Advisor dated 8th July 2021 on your website.

I have recently moved to Nottingham and I am looking for a new position to reduce my commute.

In my most recent role, I am an Advisor for Three in Derby (4+ years). I have excellent knowledge of all the main mobile phone brands, and an up-to-date knowledge of the latest handsets. I am also competent at advising customers about the different packages available and I can confidently answer general mobile or network queries.

As a naturally outgoing and friendly individual, I find it easy to engage visitors to the store in conversation, finding out more about their requirements and offering them the best solutions to meet their needs. I have built strong relationships with many of my customers and many return to the store, asking for me personally.

I am highly capable of meeting and exceeding my personal KPIs, having done so consistently month-on-month for the past 2+ years. I am also conscious of the store's KPIs and I work hard to ensure my colleagues are supported to succeed.

I am looking for a full-time position and I am happy to assist with evenings and weekends as required.

I look forward to hearing back from you.

Yours sincerely

Jay Barnes