

February 18, 2020

Planet Fitness

Re: On Call Member Services Representative

I am excited to apply for the On Call Member Services Representative position. I've been impressed with Planet Fitness' performance and would like to use my expertise in creating a positive member experience by providing a superior level of customer service to Planet Fitness members, prospective members and guests. Below are your requirements and my qualifications:

Your Requirements:

Customer service background preferred.

Basic computer proficiency.

> A passion for fitness and health.

Upbeat and positive attitude!

Punctuality and reliability is a must.

Exceptional customer service skills; able to interact in a positive and professional way with members and co-workers, exceeding the member's

> expectations.

Strong listener with the ability to empathize and problem solve.

Demonstrate diplomacy in all interactions while using appropriate behavior and language.

> High School diploma/GED equivalent required.

Must be 18 years of age or older.

My Qualifications:

I have over 10 years of customer service experience. I have worked face to face at

> CheckSmart, over the phone at Capital One, and hands on at Walgreens. I am well known for my positive attitude and as a veteran I am punctual and reliable.

I received an average of 2 compliment calls a week assisting customers through their hardest times in Capital One's hardship department where customers would speak with my manager about how my empathy transcended the customer / company relationship.

I believe in and live by fairness above all else. I can and have demonstrated

> diplomacy in all walks of life, personal and professional. I meet and exceed the outlined age and education requirements.

These are only a few of my accomplishments. I look forward to speaking with you in more detail about my experience.

Sincerely,  
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