14th of May 2019

Inland Revenue

WELLINGTON

Attention: Recruitment Manager,

**Re: Customer Service Officer**

Thank you for the opportunity to submit my Curriculum Vitae in application for the above position. I believe that I have the retail sales and customer service strengths, business administrative skills, and the personal qualities to make an immediate contribution to your clients / business in the advertised job.

I offer very strong retailing experience as the Owner / Operator of Café 93 and earlier retail work with Clarks Café and Viva Cafe. As the Owner and Manager of Café 93 I lead the team undertaking retail selling as well as managing external catering services to some of the larger Government Departments. In this role I was constantly liaising with the public, managing staff and resources for external catering projects, and constantly providing high quality customer service. I believe this background will be invaluable in working with the customer and team mates in your business.

My small business administrative experience includes:

* Hiring, training, rostering and managing staff performance
* Marketing and promotion of add-on services / products
* Ordering product, stock-taking, and inventory control
* Cash-flow, profitability control, and oversight of taxation compliance

My academic and workplace history I have been known for my ability to learn new skills via practical experience, plan and organise well in advance and to diligently follow through to get the job done to a deadline. I have also been able to manage key relationships using a natural ability to build trust and confidence with customers, team mates and managers alike. I am particularly good at maintaining quality standards with a diligence and attention to details.

I look forward to discussing my application further at an interview.

Yours sincerely

Kelly Li