

# Rami Shoula

Senior Software Engineer

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Dear Mr. Felsted

When serving customers, I put myself in their shoes and stay there until their needs are met.

Not everyone knows the answers when it comes to home improvement projects: when they come to Hope Depot, they come for the advice as much as the products. Customer service to them is as much about walking out with solutions as well as products. With thirty years of experience in running a hardware store, customers come back because you help them as well as sell to them. Now I want to help your customers.

It is central to your culture that you expect your people to be good team players, make sure that the right product finds the right person and to maintain a high level of energy and enthusiasm at all times. You need great listeners, willing assistants and product champions.

A 31-year career of retail service experience would make me the ideal candidate:

- Personally served an average of 800 customers a week for thirty years
- Built my own home with the products from my store – home improvement smarts
- Customers trust employees who have experience and who are happy to share it.

Customer service has been a passion since I was serving mud pies to my sister as a child. While I might not have the energy to run my own store anymore, I am looking forward to focusing all my energies on the customers rather than being distracted by all the paperwork.

I look forward to sharing some of my customer service stories and would be grateful for your consideration of my application. I would strive to be a dependable and productive addition to your customer service team.

Best regards,

Sophie Walton

**To**

Hope Depot  
Mr. Felsted

**From**

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