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CALL CENTER REPRESENTATIVE

your.name@gmail.com | (XXX) XXX-XXXX
142 Your Address Blvd, City Name, CA XXXXX

Oct 30, 2018

Hiring Manager's Name
341 Company Address
Palo Alto, California 94301
(xxx) xxx-xxxx
hiring.manager@gmail.com

Dear [Hiring Manager's Name],

Please accept my enclosed application for the position of call center representative at your company. Having read through your job posting, I was excited to discover that my skillset and experience match your desired qualifications.

As a call center representative at Verizon, I spent two years honing my upselling techniques, conflict resolution skills, and phone etiquette. In just six months on the job, my managers already had me onboarding and training new employees. By the end of my tenure at Verizon, I had achieved the following results:

- Customer Service Rating= 98% over two years
- Resolved 94% of customer issues, thereby reducing the caseload of the call center manager
- Lowest customer turnover ratio in 2015

It would be a great honor to be a member of the [Company Name] team since your company is one of the best in the industry at employee development. I believe that my customer service skills and prior call center experience would help your company boost customer satisfaction.

I am looking forward to discussing the position with you in more detail. I'm available by phone or email at any time that's convenient for you. Thank you for your time and consideration.

Sincerely,
Your Name

A Pre-Interview Telephone Script

Candidate: _____ Date: _____
Next step: _____

- You are being paid a 9% commission on all sales. We offer a 4 week training salary of \$600 a week. Have you ever sold on commission before?
- How do you deal with homeowners who say "your price is too high"?
- Let's pretend I'm a homeowner; walk me through your sales process.
- Describe to me your ideal customer and why.
- Describe to me your worst customer and why.
- Who was your best manager? Why?
- What do (did) like best about your job? What do (did) you least like least about your job?

If currently working... Why do you want to leave your current job?
When are you available to start?

If the candidate quit... Why did you leave the company you worked for?
When are you available to start?

If candidate does not adequately answer the questions:
Well, that is all I have to ask you. Do you have any further questions? I'll be meeting with my staff (manager) tomorrow to review your resume. I will call you to arrange an interview at our office within 24 hours if we decide to move on to the next step. Thank you.

NOTE: it is appropriate to end the interview early if it's obvious the candidate is not a "fit" for the position.

If candidate adequately answers the questions:
Well that is all I have to ask you. Do you have any further questions? I believe you would make a good salesperson for our company. How do you feel about it?

NOTE: Set up appointment ASAP. Review this Interview Script and resume prior to appointment.

Dear Mr. Milligan

With reference to your email regarding the job of senior sales manager, I am happy to inform you that your resume has been shortlisted for an interview with our manager Mr. Adam Boneham. We look forward to your visit with us on April 10, Saturday, at 2 pm at our head office in 33rd street.

Mr. Boneham was highly pleased with your qualifications and experience and believes that you are an ideal candidate for this post. Our company is looking to expanding into the northwest and wants a person who is not only good at field work but can also supervise and coordinated sales teams under him.

I am attaching the schedule of the interview and the documents that you need to bring along with you.

If you have any questions before you arrive, please contact me at this number: 9779797279.

Regards and best wishes,

Jared Hunting

Head, HR

Katherine L. Brooks, Esq.
Parker, Ames, Roth & Ford
9007 N. Bedford Drive, Suite 200
Beverly Hills, California 90212

Dear Ms. Brooks:

Thank you very much for the time extended to me yesterday meeting you and your associates at Parker, Ames, Roth & Ford and learning firm's history and future plans. Your description of the recent Epstein interesting to me because of my intent to pursue a career in media law and Thank you again for considering me for an associate position with your firm.

Sincerely yours,

