

Guest Services Supervisor Cover Letter

55318 Spinka LockPort Gladis, ND 27771

Dear Emerson Considine,

I submit this application to express my sincere interest in the guest services supervisor position.

In the previous role, I was responsible for an ad-hoc service to users of all computer systems, troubleshooting and resolving systems problems.

Please consider my qualifications and experience:

- Previous leadership experience in a similar environment will be an asset
- Coordinate with the Director of Marketing and Business Development to ensure all training of staff is completed and that staff members adhere to policies and procedures
- Providing training, retraining, counseling and disciplinary action, as appropriate
- Resolve customer complaints or issues, when possible
- Update reference materials, as needed
- Coordinate with marketing to be knowledgeable about all Center, Regional and Corporate marketing initiatives involving the Guest Services staff and communicate the information to staff
- Communicate with tour operators
- Ensure staff members perform "roving" concierge duties to maximize our interaction and customer service to shoppers

Thank you for taking your time to review my application.

Sincerely,

Lennon Moen