

## COVER LETTER WRITING

### Sample Cover Letter: Public Administration

**Aiko Kim**

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February 22, 2017

Ikeno Oduya, Customer Care Manager  
Service Ontario - North Retail Offices Branch  
33 Ambridge Drive, PO Box 460  
Iroquois Falls ON P0K1G0

Re: Position of Customer Care Representative

Dear Ikeno Oduya,

As a 3<sup>rd</sup>-year Public Administration student at York University who grew up in Val Gagné near Iroquois Falls and who has a keen interest in public service, I am delighted to apply for the position of Bilingual Customer Care Representative with Service Ontario in Iroquois Falls.

Since I began my undergraduate studies, I have been focused on developing an in-depth understanding of the challenges that face Canadians, and government's role in providing services and programs that facilitate the well-being of all residents. Last semester, I completed a major research paper analyzing the effects of recent government restructuring initiatives on educational and health outcomes, and was selected to present my work in both English and French at an annual conference attended by public policy makers from across the country.

In addition to my solid academic background in public policy, I have 2 years of customer service experience in fast-paced high volume environments. Here is a summary of my key assets gained from this experience:

#### Your Requirements

- Customer service and communication skills
- Problem-solving and analytical skills
- Collaboration and organizational skills

#### My Qualifications

- Provided fast, friendly front counter service to diverse customers at Canada's Wonderland, McDonald's and Toys R Us.
- Promoted to Customer Service Lead at Toys R Us, and praised by supervisor in performance evaluations for "always serving with a smile".
- Currently serving as one of the go-to persons at Toys R Us for deescalating difficult customer situations that require tact, sensitivity and sound judgement.
- As VP Social for the Korean Students Association at York, successfully collaborated with the Executive Team to coordinate the work of 35 volunteers, plan the first inter-university arts & cultural showcase, 2 fundraisers and a networking event with York alumni, and organize all event logistics.

I look forward to meeting with you to discuss how I can support the work of Service Ontario's North Retail Offices Branch in serving the needs to Ontarians. I can be reached at (416) 723-4967.

Sincere regards,

Aiko Kim