

To Whom It May Concern:

I was recently at one of your many locations in Brooklyn, as I am a frequent customer with a membership, and it had struck me that I wished to work for your organization. Given that you are the largest successful retail bookseller I know you're looking only for the best. While navigating through your website, barnesandnoble.com, I found the position where I would best benefit your company, the position of retail communication specialist. I know that when it comes to service, communication is the key.

My experience with Sneaker Town as a salesman demonstrates the benefit of my communication skills. For example, within the everyday workplace, unexpected occurrences would cause many people frustration. However with my many years of training and experience I have prevented misunderstandings with customers from getting out of hand and escalating while behaving in a professional and respectful manner. An example of this occurred at Sneaker Town when a customer wanted to pay less for an item. I of course explained how he would have to come back when someone, in a higher position, was there who had the power to settle the final price of the item. The customer would not be reasoned with, I finally told him there was nothing else I could do for him and apologized. I did however give the customer our business card so he could call back when a manager was available to give him a good time to come back when the right person could assist him.

I quickly learned how to be organized while working at Sneaker Town. I started out small, keeping track of stock and merchandise behind the scenes, then, as you can see in my included resume, I was able to work my way up at Sneaker Town from a stock boy, to a salesman, then to a cashier. I later went on to train future employees who still work for the company. While I got along with the many people I had serviced I got along even better with my superiors and co-workers. At W.C. Art I was hired after a brief discussion with my boss. While working for W.C. Art I learned enough about the several products they carried to give personal recommendations to both customers and coworkers. My current job at S&T Famous Bags has me working as a cashier while keeping track and analyzing several employee's, making sure they are fulfilling they're duties but also being sure they're heard.

I would like to meet you in person at your best convenience to further discuss the position. I'm usually available weekday mornings and evenings through my cellphone number, (917) 856-4124, also enclosed in my resume, or feel free to email me at m.jimenez1993@hotmail.com. Thank you for you consideration and I look forward to hearing from you.

Sincerely,

Miguel A. Jimenez