

PAT BAKER

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Kitchener Ford
43 Auto Drive
Kitchener, ON N2S 4Y9

RE: Automotive Service Advisor – Job # 3409

It was brought to my attention that Kitchener Ford is seeking an Automotive Service Advisor who can provide excellent customer service. As a Ford vehicle owner, I can personally attest to the durability of the product while providing the quality service your customers have come to expect.

I am a recent graduate of the Motive Power Fundamentals – Parts and Counter Personnel certificate program from Loyalist College where I gained the required knowledge to work in a reputable dealership such as yours. I have the ability to think critically to identify potential problems and communicate effectively with your highly trained mechanics and technicians. In addition, I have great computer skills using various software programs and will be able to quickly learn the industry specific programs you use.

To further enhance my education, I have experience providing customer service in a busy car and home video/audio store. I assisted customers by providing information on car audio parts, searching the parts database and ordering specialized parts to ensure the best decision was made for quality sound. As the Sales Clerk, I was also responsible for dealing with any customer conflicts or complaints and was able to do so without the help of the owner.

As someone who believes in the new revolutionary technology of Ford vehicles, you will not be disappointed in your choice to hire me. I look forward to meeting with you at your earliest convenience to discuss how I can enhance the Kitchener Ford team. Please note that I am willing and able to relocate. Thank you for your time and consideration.

Thank you,

P. Baker

Pat Baker

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