**Neil Broadbent Covering Letter**

Dear Sir/Madam

I would greatly appreciate the opportunity to apply for the position above. I am career driven, dedicated, organised, ambitious, customer focused and always strive to do my best in my job. Throughout my working life I have always worked within customer focused roles and have clear, effective and exceptional communication skills. I have worked both customer facing and currently within a customer service based role over the telephone. These experiences have provided me with fantastic active listening skills, empathy and the ability to build approachable and excellent rapport with both customers and colleagues quickly. In my previous roles it has always been paramount to understand the importance of assessing the needs of a customer quickly and appropriately to ensure the correct level of tone that is required in that particular instance, I am quick to proactively adapt and react to reflect this. I have developed a wide range of probing questioning skills that enable me to get required information quickly, accurately and sensitively to ensure prompt resolution and satisfaction for the customer. I believe putting the customer at the heart of what I do and ensuring I complete all tasks with enthusiasm and passion is reflected in the outcome and satisfaction the customer experiences. I pride myself on my punctuality, I am mindful and conscious of its importance and the impact my time keeping has not only on my work load and customer experience, but also the impact it has on my fellow team members, other colleagues and organisation as a whole. I can work well independently and manage my work load appropriately using my own initiative, but also work fantastically within a team environment. I enjoy the ability to grow and thrive within a team with the opportunity to constantly improve my knowledge from other colleagues, share ideas and ways of working. I understand that within all professions that learning never ends, that the role I work within will continually change and improve and I am encourage and welcome constant learning and development. It will reflect within my personal confidence, knowledge and understanding of my role and will improve customer experience as a result.