

## COVER LETTER WRITING

### Sample Cover Letter: Human Resources

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Rachel Ndlangamandla, Talent Acquisition Specialist  
CanEast Technologies Corp.  
456 Quiet Creek Drive  
Pickering, ON L1V 1N1

Re: Position of Human Resources Assistant, Job ID #789-A

Dear Rachel Ndlangamandla,

Thank you for connecting with me on LinkedIn. The insights you shared about what makes CanEast Technologies a great place to work—the supportive team environment focused on hiring and developing great people, and ensuring that all team members feel equipped to make meaningful contributions to the organization—have certainly inspired me to apply for the position of Human Resources Assistant.

Whether contributing to positive customer experiences at Home Depot Canada, or collaborating with fellow HR classmates on a group project, I have consistently demonstrated that I can be counted on to facilitate communication and resolve problems calmly and effectively. Last month, in my current role as Customer Service Lead in the Paint Department at Home Depot Canada, I provided prompt, professional support to a customer who expressed that she felt extremely frustrated after having tried many different paint products and techniques to deal with the paint on her garage door that kept peeling off no matter what she did. I shared a similar experience I had had with my own garage door, and after asking this customer more questions to better assess the root cause of the problems she was experiencing, I provided her with detailed step-by-step instructions to resolve her situation. I also assured her that if she needed to return for additional support, the well-trained team I was a part of was here to help. A week later, the customer e-mailed our head office to say that she was very appreciative of the assistance I provided, and that my recommendations worked!

In addition to my strong client service orientation and communication skills, I have a solid background in recruitment, selection, and employee engagement gained from my hands-on work experience as a department lead and also from my academic work in HR. Last semester, I completed an in-depth case analysis of a start-up company that was experiencing many challenges in attracting and keeping the best talent, despite competitive salary and benefit packages. My professor commended me for submitting a final paper that provided "insightful analysis of all the key issues".

I look forward to meeting with you to discuss how I as a skilled and service-oriented communicator with strong knowledge of best practices in human resources can support the team at CanEast Technologies Inc. in the role of Human Resources Assistant. I can be reached at (905) 333-1111.

Sincere regards,

Tom Burzynski