

# APPLICATION: EXAMPLE 1

## RE: CUSTOMER SERVICE EMPLOYEE: CITYKANGAROO

I am interested in applying for the position of a customer service employee at the CityKangaroo city bike service. In this job, I would be able to utilise my previous experience in customer service and have the opportunity to use new technology – the city bike mobile application. I value the environmental consciousness and high-quality customer service of CityKangaroo. Therefore, I am keen to develop my skills and knowledge in eco-friendly technologies and further develop my customer services skills.

I am currently studying industrial management at Lappeenranta University of Technology and my interests lie in the use of the latest technology in services. I used CityKangaroo's city bikes last summer and, therefore, I am already familiar with the products and service. I will be able to help customers in a clear and calm manner in Finnish, English or German if they have any problems using the city bike service. I also have hands-on experience in repair work, since I have repaired my own and my family members' bicycles in the past number of years.

I have been regarded as prompt and careful in my approach to work in my previous jobs, both as an assistant in a café and as a production line worker at Laatikko & Loota. I am a reliable worker who learns quickly and can be trusted. For example, I was responsible for cash reconciliation in my café job and was praised for my performance and accuracy. As an employee, CityKangaroo would gain a responsible and motivated employee who is always cooperative and customer focused.

I hope to meet you soon for an interview.

Best regards,  
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EN/19

**IF YOU FILL** in a CV database for a recruitment company or an employer's own CV database, when applying for a job, you may not be asked to write an actual "application letter". Instead, the same things that would be written in the application may be asked in the database as separate questions. Answering these questions is important: many employers want to know about your own motivation.

**In the case of anonymous recruitment**, the applicant's identity is hidden at the beginning of the application process: name, gender, ethnic background or age.

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| ① Why are you interested in this job?   | ⑤ Why would you be a suitable candidate for this position? |
| ② Tell us a little about yourself.  | ⑥ What skills do you have that are important for this job? |
| ③ What is your motivation for applying for a job in our company/organization? | ⑦ What are your strengths for this position?               |
| ④ Why should we choose you?   |  |