Dear Turkish Airlines Management

I am writing in response to your advertisement on the internet of 3 October 2014 regarding the post of Manager of Customer Services. Please find enclosed my CV summarizing my education, qualifications and experience.

I first became interested in Customer Services when I worked as a call center assistant at AssisTT Guidance and Customer Services in Ankara. Although this was a temporary position which lasted for only three months, it made me realize that customer relations were an area I would like to work in.

I am currently a call center assistant for a company located in Ankara. This has been excellent experience for me, as it has introduced me to the full range of customer services. I would now like to specialize in providing good customer relations to members of the public, because I believe I have the qualities necessary to help people to make those important decisions and advices necessary for their lives. I take great interest and pride in keeping up-to-date with general developments in customer relations. I am a patient person so I think that I am good at people relations and I can solve their problems easily. I now feel that my future is in this field, and it is for this reason that I am applying for the post you have advertised.

I would be available to come for an interview at any time.

I look forward to hearing from you.

Yours sincerely,

Zübeyde YILDIRIM