

ChatGPT Usage in Cover Letters: What Do Recruiters Think?

Jitske Bressers

SNR: 2059970

ANR: 101030

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Tilburg University

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Supervisor: Djurre Holtrop

Second reader: Bence Bago

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Abstract

Artificial intelligence, such as ChatGPT, has become increasingly available and is gaining attention in the recruitment sector. Research has started emerging on how AI tools can support recruiters and organizations in the recruitment process. However, less research has been developed on how AI tools can support applicants during this process and what effect this can have on how recruiters perceive the applicant. This research explored how the use of ChatGPT in writing cover letters affects recruiter ratings when the recruiter is informed of ChatGPT being used by the applicant. Additionally, the attitude towards AI of the participants was measured to explore a possible moderating effect. To conduct this quantitative analysis the thesis made use of an experimental vignette study with three between participant conditions, including cover letters that were self-written, ChatGPT enhanced and ChatGPT generated. The survey, an online experiment, gathered valid answers of 151 participants. The key findings state a significant main effect between disclosure of ChatGPT usage and recruiter ratings. However, the differences between the conditions when comparing them are not significant. Further exploration combining the ChatGPT conditions leading to two between participant conditions consisting of self-written and general ChatGPT use found that recruiter ratings decreased significantly when participants were informed of ChatGPT generally being used in the cover letter. Attitude towards AI does not moderate this effect as no significant effect was found. ChatGPT and other AI tools are expected to continue growing rapidly, indicating that these findings and future research are important.

Key words: ChatGPT, Cover letters, Recruitment, Attitude towards AI

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May your reading experience be thoroughly enjoyable.

Jitske Bressers

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Introduction

Recently, new developments in the area of AI have had a noticeable effect on everyday life. On 30 November 2022 ChatGPT was introduced as a research preview (*Introducing ChatGPT*, n.d.). Since then it has been easily accessible for anyone willing to try out this new AI tool and usage has been growing rapidly. When looking into the uses of ChatGPT and applying these to the ever-evolving field of recruitment a significant amount of research has been done about the effect that ChatGPT has on the recruitment processes (Fraij & László, 2021). However, less research has been completed on how ChatGPT can support job seekers during the application processes. ChatGPT can be used not only to revise existing text but also to generate new text based on information provided to it. Therefore, it is a tool that can be easily used by applicants when writing cover letters during the application process. When noting the different uses for ChatGPT it might be challenging for recruiters to notice the use of AI in a cover letter. For example, an applicant can prompt ChatGPT to write a cover letter for them by offering ChatGPT the job description and their CV. Another use might be that an applicant offers ChatGPT the input of their self-written cover letter and asks ChatGPT to improve it. Little is known about the opinions of recruiters on the use of AI tools such as ChatGPT by applicants during the application process. Since ChatGPT was introduced recently and has rapidly grown into a commonly used tool, it is valuable to research the effects of this AI tool on the field of recruitment. Therefore, the following research question was formulated:

“How do the recruiter ratings of a cover letter change when they know ChatGPT has been used by the applicant during the writing of this cover letter, and how does the recruiter’s attitude towards AI affect this relationship?”

To answer this question an experimental method has been used. This research has focused mainly on cover letters and how AI can support applicants during the process of writing

one. It discusses how recruiters rate cover letters and how these ratings differ when an AI tool has been used. In this research all participants were presented with one cover letter which was either self-written, ChatGPT enhanced or ChatGPT generated. Firstly, they were unaware of what condition they had been assigned to and were asked to rate the cover letters. Afterwards, the participants were informed of the ChatGPT usage in their cover letter (i.e., self-written, ChatGPT enhanced, ChatGPT generated) and they were asked to rate the cover letter again now knowing if and how ChatGPT had been used. Furthermore, this research takes into account what effect the recruiter's attitude towards AI can have on the change in recruiter scores. Therefore, all participants were asked to answer questions about their general attitude towards ChatGPT. Since ChatGPT is still a new concept there is a gap in research on the use of it during the writing of cover letters. Several articles discuss the use of AI tools during the recruitment and selection process benefiting the organization. However, as stated by Albert (2019) the research on this is insufficiently developed and needs further research. Additionally, the research often focuses solely on the use of AI in recruitment and selection from a business perspective and does not account for applicants themselves using AI tools during this process.

The practical relevance of this research can be explained since cover letters are an important part of the recruitment process to get an impression of the applicant. Therefore, it is relevant for recruiters to gain knowledge on how ChatGPT can be used by applicants during the writing of their cover letters. Additionally, it can be useful for applicants to know the possible uses of AI in the process of writing a cover letter and how AI usage can make recruiters perceive them differently. By knowing the effect it has on recruiters' ratings they can make a more informed decision of how and if to use AI while writing their cover letters to maximize their chances of getting selected.

Theory

LLM usage in cover letters

A cover letter can be seen as a personal selling tool or persuasion through communication. It is important for applicants to leave a good impression with the cover letter in order to get an invite for a job interview (McDowell, 1987). As stated by Ahuja (2021) a cover letter holds the purpose of introducing an applicant to the organization, it is a way for the applicant to show interest in the organization and to ensure a good first impression at an early stage in the selection process in order to convince the recruiter to invite the applicant for a job interview. Cole et al. (2007) raised the question as to how recruiters select applicants for interviews. They researched recruiters' résumé evaluation processes which can also be applied to the cover letter evaluation process as both are included in pre-employment screening and are often happening before an interview offer. A résumé or cover letter can offer recruiters more insight into the employability of the applicant (Cole et al., 2007). Several items based on which a recruiter can evaluate an applicant's cover letter are: an applicant's skill and experience, their aspirations and goals for their career, how much knowledge they possess of the field, their enthusiasm and initiative, how professional and confident they are, and their presentation and communication skills (Cable & Gilovich, 1998). As mentioned, it is important for participants to leave a good impression with their cover letter (McDowell, 1987). Therefore, applicants often try to create a positive image of themselves to heighten their chances of getting hired (Waung et al., 2016). This can be considered Impression Management (IM) which entails a process, either conscious or not, in which people influence what impressions other people will develop of them (Ahuja, 2021).

Liu et al. (2023) state that ChatGPT can be considered a Large Language Model (LLM), meaning it is a model that has been prepared with a large quantity of text data. Therefore, they can perform numerous tasks such as answering questions, translating

languages and summarizing texts. Moreover, the reinforcement learning from human feedback allows the LLM to adhere values and preferences from humans. Two general uses of ChatGPT are text generation and reasoning (Liu et al., 2023). ChatGPT could be used to support applicants during the writing of their cover letter by generating a cover letter based on the job description and CV of the applicant. ChatGPT is able to generate text and search for commonalities between the CV and job description in order to write a personalized cover letter. Another use can be to insert a self-written cover letter into ChatGPT and ask it to improve this letter.

Effect on recruiter scores

As of today no research has been done on the effect of ChatGPT usage in the writing of cover letters on recruiter ratings. However, several studies discuss the use of AI in recruitment and selection. One study by Mirowska and Mesnet (2021) researched applicant reactions to the use of artificial intelligence in the evaluation of interviews. When discussing justice it was stated that applicants valued fairness, preferred to be able to control, and have information about the use of AI in the selection procedure (Mirowska & Mesnet, 2021). The study shows that using AI during the selection procedure can have a negative impact on the intentions of applicants to apply for the job. This poses the risk of reducing the applicant pool and decreasing its diversity. The study of Mirowska and Mesnet (2021) might be considered a similar but inverted research, as this research focuses on the reaction of recruiters after finding out about the use of AI in the selection process (e.g. cover letters), while their study focuses on the change in applicants after finding out about the use of AI in the selection process (e.g. the evaluation of interviews).

Effects of LLM and IM on recruiter ratings

Applicants are likely to use Impression Management (IM) tactics during the writing of their cover letter as cover letters are seen as an important selling tool to make a good first

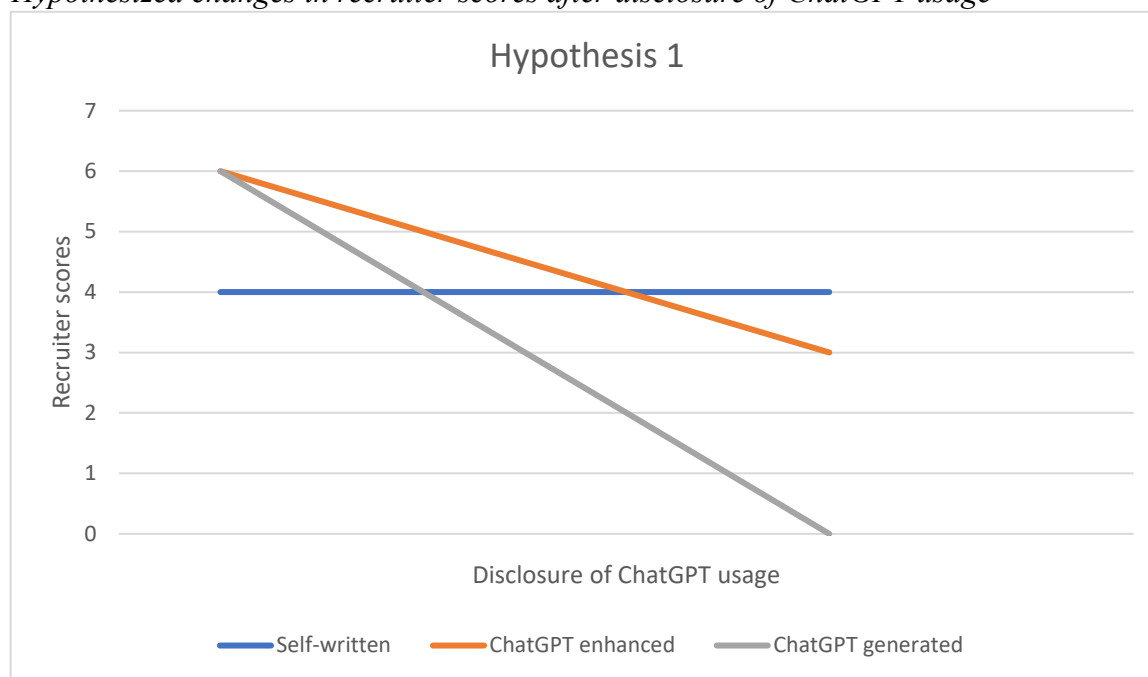
impression (McDowell, 1987). ChatGPT can not only be used to check and improve cover letters, but also to fully generate a cover letter which can be considered impression management. However, it is unclear if this type of impression management is desired. An ethical concern stated by Yao (2023) discusses how large language models can be used to generate fake content which has the potential to lead to significant harm. In the case of cover letters that are generated by ChatGPT, an applicant will send a cover letter which they have not written themselves. Additionally, if an applicant chooses not to offer ChatGPT a CV but prompts it to write a cover letter that is most fitting with the job vacancy it might create a personality and experiences of the applicant that are most fitting with the job description but not necessarily true for the applicant. ChatGPT can also be used to enhance one's self-written cover letter, this would mean that the content is real, but that the text has been influenced by ChatGPT. Regardless of if it is or is not considered faking, it is likely for recruiters to react to ChatGPT usage which emphasizes the importance of researching this effect. Cable and Gilovich's (1998) items for applicant evaluations might be affected by the use of ChatGPT. For example, if a cover letter is fully generated by ChatGPT based on the CV and job description one's goals for their career are most likely not included as well as their communication and presentation skills. The applicants enthusiasm, professionalism and confidence displayed in the cover letter will not be authentic. When a cover letter is ChatGPT enhanced by offering a self-written cover letter and asking for improvements the authenticity increases, however the confidence, professionalism, communication and presentation skills are still hard to distinguish as a reflection of the applicant (Cable & Gilovich, 1998). Therefore, based on the aforementioned considerations the following hypothesis has been proposed:

Hypothesis 1: "I expect that disclosure of ChatGPT usage during the writing of the cover letter (i.e., self-written, ChatGPT enhanced, ChatGPT generated) will significantly decrease the recruiter scores of the cover letters. Specifically, disclosure of self-written cover letters does not

affect recruiter scores; disclosure of ChatGPT enhanced cover letters negatively affects recruiter scores; disclosure of ChatGPT generated cover letters negatively affects recruiter scores.”

Figure 1

Hypothesized changes in recruiter scores after disclosure of ChatGPT usage



Note. This figure is created to enhance clarity on the hypothesized effects, the figure is not based on actual data.

Attitude towards AI

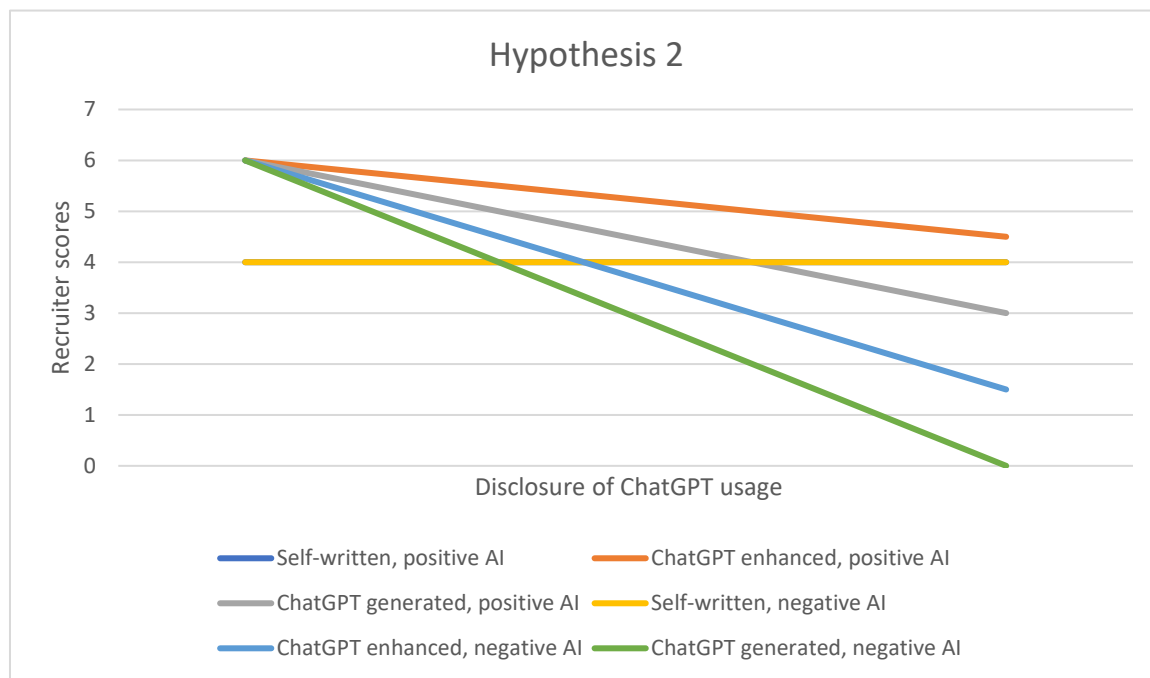
Lastly, the effect of ChatGPT usage in cover letters on recruiter ratings might be affected by the participant’s attitude towards AI. As stated by Schepman and Rodway (2020), a person’s acceptance of AI can be influenced by one’s attitude towards AI. As AI is being used more and more it is important to understand people’s attitudes and perceptions in order to guide the adoption, development and regulation of AI (Grassini, 2023). Grassini (2023) mentions that the attitudes towards AI are mixed with positive and negative perspectives. For example, the use of AI raises ethical concerns and could decrease the transparency in decision-making. On the contrary, people with a positive attitude are considering how AI can contribute to more efficiency and innovative solutions. With this positive attitude a term of

“algorithm appreciation” has developed in specific contexts referring to AI being preferred over humans. By analyzing a person’s attitude towards AI, knowledge will be gained about the acceptance of AI and intention of adoption (Grassini, 2023). Therefore, it is expected that the difference in recruiter scores before and after disclosure of ChatGPT usage will be moderated by the recruiter’s attitude towards AI. If a recruiter is more accepting towards AI, they will likely also be less affected by applicants using AI. Moreover, if a recruiter is more resistant towards AI, they will likely be more affected by applicants using AI. Based on this proposed effect, the following hypothesis is created:

Hypothesis 2: “I expect a significant two-way interaction between (a) ChatGPT usage during the writing of a cover letter (i.e., self-written, ChatGPT enhanced, ChatGPT generated) and (b) attitude towards AI. Specifically, positive attitude towards AI decreases the effect of disclosure of ChatGPT enhanced and ChatGPT generated cover letters on recruiter scores; negative attitude towards AI increases the effect of disclosure of ChatGPT enhanced and ChatGPT generated cover letters on recruiter scores.”

Figure 2

Hypothesized changes in recruiter scores after disclosure of ChatGPT usage, when accounted for the moderating effect of attitude towards AI



Note. This figure is created to enhance clarity on the hypothesized effects, the figure is not based on actual data. The lines of the condition self-written with positive and negative attitude towards AI overlap in this figure as no difference is expected.

Methods

Research design and procedure

In this research, an online experiment framed as a survey was created. This can be considered an experimental vignette study including three between-participant conditions. Participants were presented with a cover letter from one of the three conditions including, cover letters which have been fully self-written without the help of ChatGPT (self-written), cover letters which were enhanced by ChatGPT (ChatGPT enhanced), and cover letters which were fully generated by ChatGPT (ChatGPT generated). The condition of self-written cover letters consisted of cover letters written by applicants for the presented job. The cover letters in the

condition of ChatGPT enhanced were created by prompting ChatGPT with the self-written cover letter and asking it to improve this letter. In the condition of the ChatGPT generated cover letters, ChatGPT was prompted with both the job descriptions and the CV of the corresponding applicant and was asked to create a cover letter based on this information. For each condition three cover letters were created.

The participants have been randomly assigned to review one cover letter. They were presented with the job description and their assigned cover letter and afterward were asked to attach recruiter scores to the cover letter they had read. The recruiter scores have been answered on a 7-point Likert scale representing whether they agree or disagree with statements referring to the cover letter and its applicant. These statements have been taken from an existing scale on recruiter scores created by Cole and Rubin (2007). After this, the participants in this research were treated with the manipulation. The manipulation informed all participants how ChatGPT can be used in the writing of cover letters and to what degree ChatGPT has been used to create the cover letter they have just rated. They were then asked to rerate this same cover letter on the dimensions (recruiter scores) as before, however this time with the knowledge of whether and how ChatGPT had been used to create the cover letter they were presented with. Afterward, the participants have been asked to rate the statements referring to their attitudes towards AI, this was based on a scale developed by Merritt (2011) who divided the attitude towards AI into two scales, one measuring the trust in AI and one measuring the liking towards AI. Lastly, the participants were asked for their demographics including, age, gender, education level, and employment status.

At the start of the experimental survey a consent letter including information on the rights of the respondents was shown to all participants. Consenting to this letter and thus the use of one's data was a prerequisite for starting the survey. This consent letter also included

clarification on the anonymity of the data and a mention of participants being able to stop the survey at any time.

Data collection

The data was collected by sending the survey to people, with a focus on recruiters, within and outside of our network and gaining their insights through the questions in the survey. All questions have been answered by indicating whether the participant agrees or disagrees with a certain statement. This was shown through ratings on a 7-point Likert scale indicating 1 to be completely disagree and 7 to be completely agree. The required sample size of this research has been determined by a G*Power analysis, with the settings for a F test, ANOVA: Repeated measures, within-between interaction. The number of groups was set to three representing the three conditions of cover letters (self-written, ChatGPT enhanced, ChatGPT generated). The number of measurements was set to two since the participants in this study have been measured twice. Once before knowing the use of ChatGPT in the cover letter and another measurement after they have been told about the possible use of ChatGPT in creating cover letters and the degree to which the applicant has used ChatGPT when writing the cover letter. This analysis generated a minimum required sample size of 66 to gain a power of 0.95 with an alpha of 0.05 and an effect size of 0.25.

In total the survey collected 284 responses of which 110 were deleted as these respondents did not finish the survey. Afterward, an analysis of speeding was done, which excluded 23 more responses. For all respondents the time it took them to read the cover letter was recorded, respondents who took less than 10 seconds to read the cover letter have been excluded from this research. It is not expected that with less than 10 seconds of reading time the respondent would have been able to sufficiently read the cover letter and answer the questions based on the cover letter accordingly. Therefore, in total 133 responses were deleted, leaving a sample of 151 participants, meaning that the required sample size of 66 has been

reached. All participants were randomly assigned to one of the three conditions, the self-written condition contained 55 participants, the ChatGPT enhanced condition contained 47, and the ChatGPT generated condition contained 49 participants. The participants in this survey had a mean age of 35,27 with a standard deviation (SD) of 13.98, the ages ranged from 18 to 71. Additional descriptive statistics can be found in table 1.

Table 1

Sample descriptives

	n	%
Gender		
Male	72	47.7
Female	77	51.0
Other	2	1.3
Education level		
High school	6	4.0
Trade school or regular college	10	6.6
Bachelor's (or undergraduate) degree	70	46.4
Master's (or graduate) degree	58	38.4
Doctoral degree	5	3.3
Other	2	1.3
Employment status		
Student	11	15.1
Employed for wages	39	53.4

Student and employed	6	8.2
for wages		
Out of work	4	5.5
Retired	7	9.6
Other	6	8.2
Missing data	78	

Note. The sample of this study consists of 151 participants.

Data analysis

After collecting the data through the experimental survey, the initial and second evaluations have been compared to analyze possible differences. During this research, the moderator of recruiters' attitudes towards AI was taken into account and its effect on the relationship between recruiter ratings and the use of ChatGPT has been measured. The data was analyzed using the SPSS program. To analyze the data ANOVA repeated measures, within and between variables has been used. To test the second hypothesis the same RM ANOVA has been used, including the moderator attitude towards AI added as a covariate, creating a three-way interaction effect. Conclusions on significance were drawn by reporting the significance of the main effects and by analyzing the pairwise comparisons.

Results

To assess the internal consistency reliability of the scales used in this research Cronbach's Alpha has been analyzed. For a construct to be reliable Cronbach's Alpha (α) needs to be .70 or higher (Hair et al., 2013). The results showed that the first measurement of the Recruiter Scores with 4 items ($\alpha = .90$) was found reliable. Similarly, the second measurement, completed after the manipulation had been applied, of Recruiter Scores with 4 items ($\alpha = .96$)

was found reliable as well. Lastly, the Attitude towards AI scale with 11 items ($\alpha = .91$) was also found reliable. A summary of the reliability results can be found in table 2.

Table 2

Reliability Statistics

Constructs	No. of Items	Alpha (α)	Mean	Standard deviation
Recruiter Scores at Time 1	4	.902	5.28	1.20
Recruiter Scores at Time 2	4	.958	4.38	1.59
Attitude towards AI	11	.909	4.29	1.12

Note. The sample of this study consists of 151 participants. All constructs were measured on a 7 point Likert scale.

To determine if there is an effect of the time (before manipulation or after manipulation) on the recruiter scores a repeated measures ANOVA was used. As shown in table 3 the total average recruiter score of the first measurement was 5.28 ($M=5.28$; $SD=1.20$). For all three conditions the recruiter scores at time 1 were similar and there does not seem to be a big difference. The total average recruiter score of the second measurement was 4.38 ($M=4.38$; $SD=1.59$). At the second measurement both the conditions of ChatGPT enhanced and ChatGPT generated seem to have a larger decrease in means compared to the self-written condition. To test if these differences are actually significant more detailed analysis has been done.

Table 3

Descriptive statistics hypothesis 1

Condition	Recruiter scores at Time 1				Recruiter scores at Time 2			
	Self-written	ChatGPT enhanced	ChatGPT generated	Total	Self-written	ChatGPT enhanced	ChatGPT generated	Total
Mean	5.14	5.39	5.34	5.28	4.89	4.39	3.81	4.38
Standard deviation	1.40	1.10	1.06	1.20	1.57	1.36	1.65	1.59

Note. The sample of this study consists of 151 participants. All constructs were measured on a 7 point Likert scale.

First, for hypothesis 1 ,the Wilks' Lambda test shows a $p < .001$, meaning that there is a statistically significant effect of the ChatGPT usage on the recruiter scores. Therefore, the null hypothesis is rejected and it can be concluded that there is a statistically significant difference in the recruiter scores before being informed of ChatGPT usage and after. Secondly, Mauchly's Test of sphericity is not applicable in this case as there are only two measurement moments, within-person variability, it does show an ϵ of 1.00 for the Greenhouse-Geisser. Therefore, we will be looking at the Huynh-Feldt analysis. The effect of ChatGPT usage on recruiter scores was significant at the alpha level of $p < .05$, $F(df = 2.00, 148.00 = 10.83, p < .001, \text{partial } \eta^2 = .13)$, showing that the interaction effect between the two main effects was significant. Therefore, we reject the null hypothesis and can conclude that there is an overall significant difference between the recruiter scores at the different time points (before informing participants of ChatGPT usage and after informing participants of ChatGPT usage). This shows that both main effects, the cover letter type and the disclosure of possible ChatGPT use, are significant. Thirdly, looking at table 4 showing the pairwise comparisons no significant differences have been found between the conditions. As found for condition 1 (self-written) and

condition 2 (ChatGPT enhanced) with $p = .618$. No difference between condition 1 (self-written) and condition 3 (ChatGPT generated) with $p = .061$. And no significant difference between condition 2 (ChatGPT enhanced) and condition 3 (ChatGPT generated) with $p = .185$.

Table 4

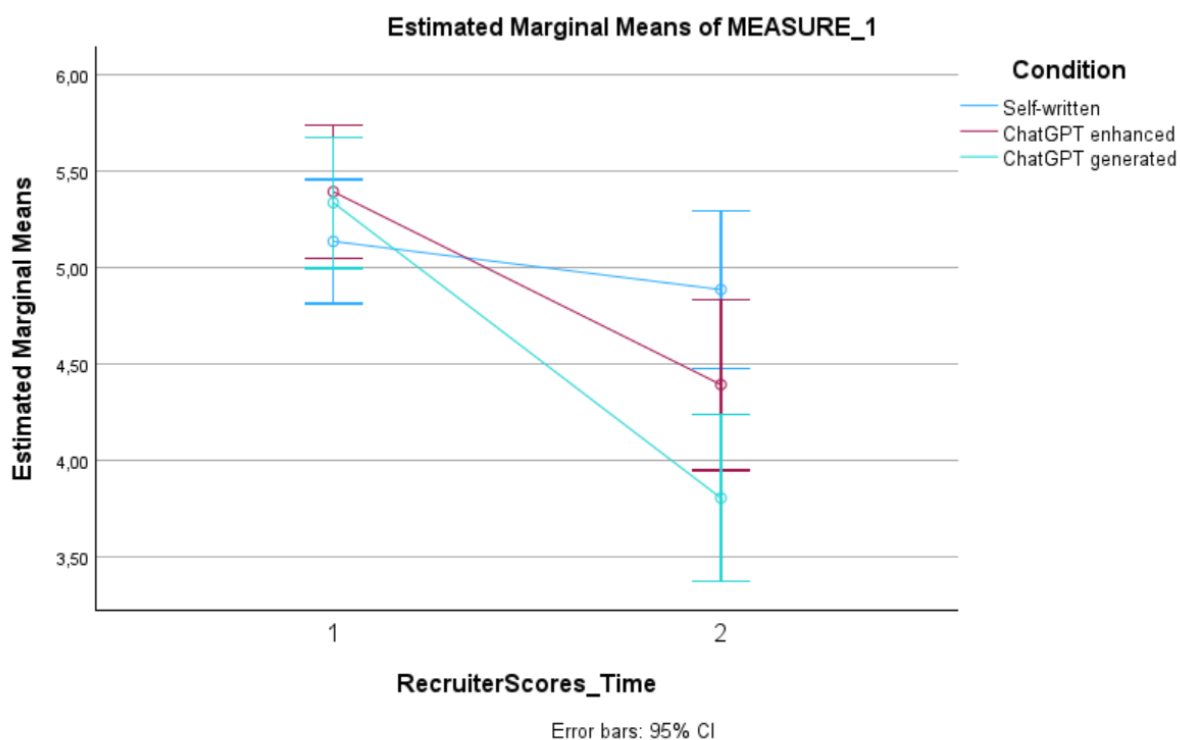
Pairwise Comparisons

Condition (I)	Condition (J)	Mean	Standard	Significance	95% Confidence	
					Lower	Upper
		Differen	Error		Bound	Bound
		ce (I-J)				
Self-written	ChatGPT enhanced	.118	.236	.618	-.348	.583
ChatGPT enhanced	ChatGPT generated	.322	.242	.185	-.156	.801
ChatGPT generated	Self-written	-.440	.233	.061	-.900	.020

Note. The sample of this study consists of 151 participants. All constructs were measured on a 7 point Likert scale.

Figure 3

Changes in Recruiter Scores as a result of disclosure of ChatGPT use (three conditions)



Noticeable is the significance of the interaction effect, however the post hoc comparisons showing the pairwise comparisons do not show a significant difference between the conditions. A possible explanation for this could be that the actual differences between the groups divided over three conditions might be too small. Additionally, a lack of power in the separate conditions could give a possible explanation for the test's inability to find a significant result for the pairwise comparisons. To further explore this analysis a non-hypothesized test has been executed. Since figure 3 does show a steeper decrease for both the conditions of ChatGPT enhanced and ChatGPT generated compared to self-written, these two conditions have been merged into the condition general ChatGPT use. Therefore, an analysis could be done on the differences between self-written cover letters and cover letters that were written with the use of ChatGPT.

Table 5

Descriptive statistics hypothesis 1 with adjusted two variable condition of self-written and general ChatGPT use.

Condition	Recruiter scores at T1			Recruiter scores at T2		
	Self-written	ChatGPT use general	Total	Self-written	ChatGPT use general	Total
Mean	5.14	5.36	5.28	4.89	4.09	4.38
Standard deviation	1.40	1.07	1.20	1.57	1.54	1.59

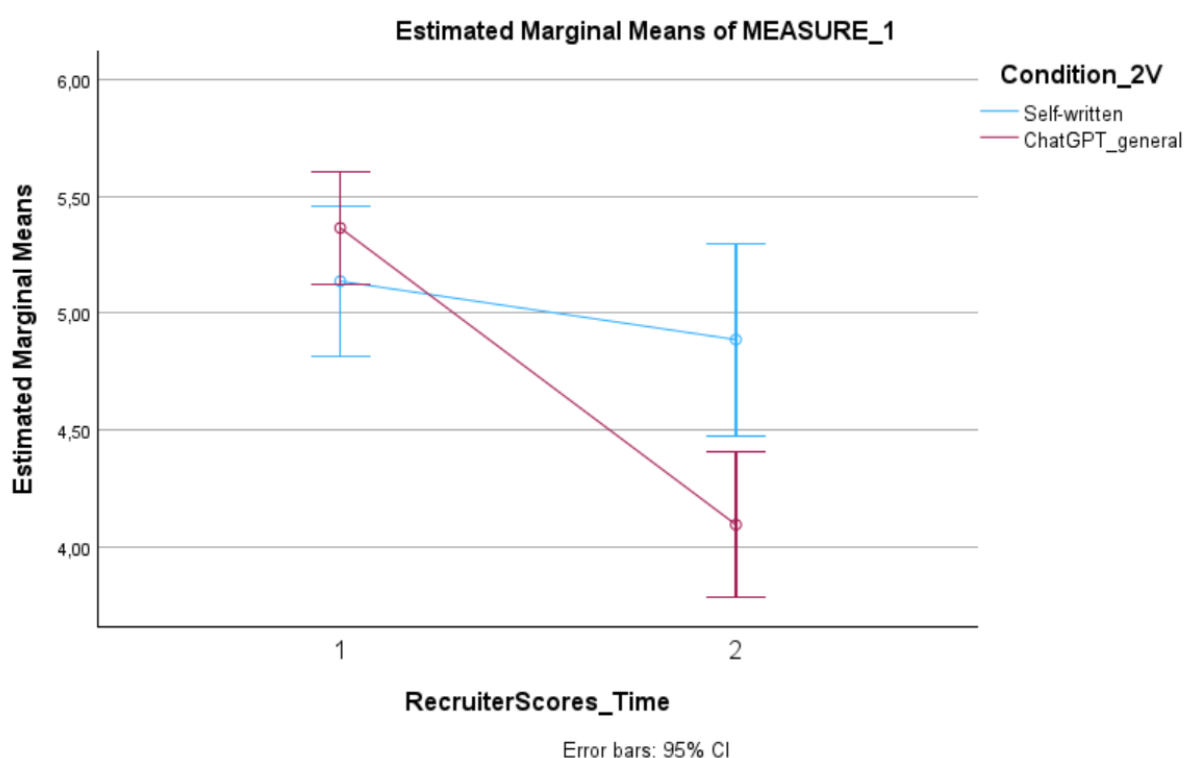
Note. The sample of this study consists of 151 participants. All constructs were measured on a 7 point Likert scale.

Further exploring hypothesis 1, the Wilks' Lambda test still shows a $p < .001$, meaning that there is a statistically significant effect of the ChatGPT usage consisting of two conditions on the recruiter scores. Therefore, the null hypothesis is rejected and it can be concluded that there is a statistically significant difference in the recruiter scores before being informed of ChatGPT usage and after. Secondly, using Huynh-Feldt analysis, the effect of ChatGPT usage, consisting of the two conditions of self-written and general ChatGPT use, on recruiter scores was significant at the alpha level of $p < .05$, $F(df = 1.00, 149.00) = 17.98$, $p < .001$, partial $\eta^2 = .108$, showing that the interaction effect between the two main effects was significant. Therefore, we can reject the null hypothesis and can conclude that there is an overall significant difference between the recruiter scores at the different time points (before informing participants of ChatGPT usage and after informing participants of ChatGPT usage). This shows again that both main effects, the cover letter type and the disclosure of possible ChatGPT use, are significant. On the contrary, opposed to the hypothesis 1 analysis with three conditions there

is no overlap in error bars as seen in the graph. In graph one the error bars of the three conditions are overlapping, meaning that the true value of the mean that is estimated could be anywhere within the 95% confidence intervals, with the overlap there is a chance of conditions having the same means. Whereas in graph 2, the second analysis, there is no overlap in error bars between the conditions, leading us to believe that the possible means are different. By merging the conditions of ChatGPT enhanced and ChatGPT generated together the power has increased leading to a possible decrease in error bar and higher precision. Therefore, it could be argued that there is a significant difference in recruiter scores for self-written cover letters and cover letters written with a general use of ChatGPT after disclosure of possible ChatGPT use as the error bars do not overlap.

Figure 4

Changes in Recruiter Scores as a result of disclosure of ChatGPT use (two conditions)



For hypothesis 2 the same repeated measures ANOVA was used, added to this was the variable of attitude towards AI as a moderator. Shown in table 6 are the recruiter score means

of the conditions when accounting for the moderator of attitude towards AI. Analyzing the Huynh-Feldt, for the three way interaction consisting of the effect of ChatGPT usage on recruiter scores with the moderation of attitude towards AI would be significant at the alpha level of $p < .05$, $F(df = 2.00, 145.00) = 1.87$, $p = .158$, partial $\eta^2 = .025$). Therefore, we cannot reject the null hypothesis and can conclude that there is no overall significant difference between the recruiter scores at the different time points (before informing participants of ChatGPT usage and after informing participants of ChatGPT usage) when adding attitude towards AI to the model. Concluding, the moderating effect of condition is not affected by attitude towards AI, so the attitude towards AI does not have an effect on recruiter scores.

Table 6

Descriptive statistics hypothesis 2

Condition	Mean	Standard Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Self-written	4.95	.153	4.65	5.25
ChatGPT enhanced	4.91	.164	4.58	5.23
ChatGPT generated	4.63	.161	4.31	4.95

Note. The sample of this study consists of 151 participants. All constructs were measured on a 7 point Likert scale. Covariates appearing in the model are evaluated at the following values: Attitude towards AI = 4.2902.

Discussion

The present study demonstrates that there is an effect of ChatGPT use in cover letters on recruiter scores. As stated above the main effects of hypothesis 1 have been found significant, even though the pairwise comparisons between the three conditions are not significant. Through

further exploration and merging both conditions of ChatGPT use into one general ChatGPT use variable a significant effect was found. Meaning that the recruiter scores significantly change when the participant finds out that the applicant has used ChatGPT to write their cover letter, when no distinction is made in how ChatGPT was used. Hypothesis 2 did not find a significant effect of the three-way interaction between recruiter scores, conditions, and attitude towards AI. Therefore, it can be concluded that the attitude towards AI of a participant does not significantly affect the recruiter scores.

Since ChatGPT has emerged recently, limited research has been published. These results contribute by adding to a relatively unexplored concept. During the writing of the theoretical framework little research could be found on the use of ChatGPT and other AI tools being used by job applicants. More research was done on AI tools supporting recruitment professionals and organizations. Thus, these results contribute to existing theory by exploring the ways ChatGPT can support applicants, which has been largely unexplored. ChatGPT can be a great support tool for applicants in writing their cover letter (Liu et al., 2023). By seeing the significant decreasing effect that knowledge of ChatGPT usage in a cover letter can have on recruiter scores, applicants can make more informed decisions on whether or not to use these AI tools. Thus, a practical implication of this research can be that applicants use these findings to decide whether or not to use ChatGPT when they write their cover letter.

However, this study has several limitations. Firstly, a limitation of this research is that the sample does not solely consist of recruiters, it consists of participants who were asked to take on the role of a recruiter during the survey. Therefore, the research might not adequately reflect the scores experienced recruiters would give to the cover letters. A recruiter might rate applicants and their cover letters differently as they have more experience and have a better understanding of what to look for in a cover letter. Secondly, this study uses only three conditions, two of which are about ChatGPT usage. Both the ChatGPT enhanced and ChatGPT

generated conditions were created with simple prompts. If an applicant chooses to use ChatGPT to write or enhance their cover letter they might be more detailed and personal in their prompts. By doing so the personality of an applicant might be more present in the cover letter which could result in a different effect on recruiter ratings. Thirdly, a limitation that has already shortly been discussed in the results is that no significant difference could be found in the pairwise comparisons for the three conditions. Therefore, a second analysis was completed where the conditions of ChatGPT enhanced and ChatGPT generated were merged. However, this means that the distinction between different ChatGPT uses is not accounted for in the significant effect found in this study. Lastly, the descriptive statistics contains missing data of 78 participants on the dimension of employment status, meaning these values are less descriptive of the overall participant sample.

A recommendation for future research is to analyze if recruiters are able to detect whether ChatGPT has been used during the application process. In this research they are informed of the use of ChatGPT. However, it could be interesting to develop research based on a recruiter's ability to recognize it. By researching how likely a recruiter is to recognize the use of AI tools and combining this with the knowledge of how recruiter scores change when recruiters are aware of ChatGPT being used, this could offer applicants even more insights to make informed decisions on the use of AI tools in the application process. Another interesting direction could be to explore whether a cover letter that has made use of ChatGPT during the writing process is more or less likely to be invited to an interview. In this study the ChatGPT enhanced and ChatGPT generated cover letters were rated slightly, though not significantly higher than the self-written cover letters. To explore this further an interesting direction could be to send out self-written cover letters and cover letters written with the help of ChatGPT to existing job openings and study how often they get invited to interviews, to see if ChatGPT

usage actually does have an effect on the likeliness of an applicant to be invited for a job interview.

Important to take away from this research is that ChatGPT can support applicants while writing their cover letters and applying for jobs. However, it is important to take into account the possible effects it can have on how recruiters rate cover letters differently when they know ChatGPT has been used, and how this has a significantly decreasing effect.

Conclusion

As readily available AI tools such as ChatGPT have emerged and grown rapidly into a tool to support people in everyday life, it is interesting to keep researching this relatively new concept. In the context of recruitment it can be of great value and increase effectiveness or improve quality by supporting people (Liu et al., 2023). However, in this research, it was found that people rate applicants more negatively if they are aware that ChatGPT was used to write the cover letters. The role of ChatGPT and other AI tools in our daily life have been rapidly increasing and are not expected to stop soon. It is very interesting for researchers to stay updated on this topic and many opportunities for future research are possible, since many uses of AI and its effects are still relatively unexplored.

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Appendix

Appendix 1: Self-written cover letters

Cover_letter_Self-written_1

To whom it may concern,

I am writing to express my keen interest in the First-Line Supervisor of Customer Support Workers position. With over 6 years of experience in Customer Service, I am confident that I possess the necessary skills and knowledge to excel in this role and significantly contribute to your team's success.

My passion for delivering exceptional customer service aligns perfectly with your First-Line Supervisor opportunity. With over 4 years of experience leading and developing support teams, I excel at streamlining operations, fostering team cohesion, and ensuring consistent quality service. From implementing efficient procedures and resolving complex customer issues, I cultivate positive interactions that drive satisfaction. My leadership skills and proficiency in administrative tasks ensure flawless team coordination and effective information flow. I'm eager to contribute my expertise and exceed your customer service expectations.

I am confident that my skills, experience, and passion for customer service make me an ideal candidate for this position. I am eager to learn more about your team and how I can contribute to your company's continued success. Thank you for your time and consideration.

Sincerely,

Cover_letter_Self-written_2

Dear Sir/Madam,

I am writing to express my sincere interest in the open position of First-Line Supervisor of Customer Support Workers at your company, as highlighted in your recent job posting. Enclosed, you will find my resume for your review.

In my current capacity, I have consistently demonstrated a commitment to elevating customer service standards and effectively managing collaborative teams. Overseeing clerical and administrative support workers, I have successfully executed procedures to streamline customer requests, ensuring prompt and efficient resolution. This experience has equipped me with the skills to coordinate and control diverse support tasks, fostering a harmonious work environment.

My adeptness in active listening enables me to discern and address customer needs comprehensively. Coupled with strong written and verbal communication skills, I excel in conveying information clearly and documenting instructions meticulously. I have a proven

ability to monitor team performance and leverage customer feedback for continuous enhancement. This involves a vigilant evaluation process to identify areas for improvement and the implementation of corrective measures when necessary.

Having gained comprehensive knowledge in customer service principles and processes, I am well-versed in meeting quality service standards and evaluating customer satisfaction. Additionally, my administrative expertise spans efficient word processing, file management, record-keeping, form design, and workplace terminology.

I am eager to bring my unique blend of skills, experience, and commitment to excellence to the First-Line Supervisor of Customer Support Workers role at your company. I am confident that my proactive approach to team coordination and unwavering dedication to customer satisfaction align seamlessly with the goals of your esteemed organization.

I appreciate your time in reviewing my application and look forward to the opportunity to discuss how my qualifications can contribute to the continued success of your team. Thank you for considering my candidacy.

Sincerely,

Cover_letter_Self-written_3

Dear Sir/Madam,

I noticed your recent job advert for “First-Line Supervisor of Customer Support Workers” and would love the opportunity to apply for this role.

Most recent role was as an "Executive Assistant" at a British leather goods manufacturer, working alongside the company provided me an invaluable opportunity to work directly with the CEO and provided multiple opportunities for personal growth.

Throughout my time in this role, I was responsible for managing and attending business meetings, booking travel arrangements for the CEO, presentation research and creation, managing the hiring process of placement year Fashion University students and acting as a mentor, extensive email management, taking notes in meetings and setting agendas, submitting invoices and expenses alongside general office admin tasks when required. I am now able to pride myself on communicating effectively both in an online context as well as in face to face interactions.

Aside from this role I have also actively worked in both Retail and Hospitality in Customer facing roles, this provided me with the invaluable opportunity to learn the key factors in how to perform exceptional customer service. My approach is that of a relatable one, I aim to make customers feel tailored to individually and comfortable making requests to be carried out either by myself or the team. I became very comfortable providing a premium service which in turn developed into motivating fellow colleagues and demonstrating procedures such as suggesting alternative products, upselling items, checking stock levels, contacting sister stores to arrange

product holds. Being an avid believer of constant improvement and growth will make me a strong leader / motivator to my team.

Leadership and delegation are key aspects of my approach in the workplace, my years of work experience in a variety of industries have prepared me with a resilience to succeed and lead a team through uncertain times. With a focus on individuals personal progress journey, I am committed to supporting them and helping to set and reach goals that will help them to move forward.

I feel that my experience allows me to be a strong candidate for the position of “First-Line Supervisor of Customer Support Workers” as I pride myself on being a highly adaptable individual with a focus to complete tasks to the best of my ability in a time effective manner.

Yours Faithfully,

Appendix 2: ChatGPT enhanced cover letters

Cover_letter_Enhanced_ChatGPT_1

Dear Sir/Madam,

I am writing to express my enthusiastic interest in the First-Line Supervisor of Customer Support Workers position as advertised. With a robust background encompassing over 6 years of dedicated experience in Customer Service, I am confident in my ability to bring a unique set of skills and knowledge that will contribute significantly to the success of your team.

The prospect of contributing to your team as a First-Line Supervisor resonates with my passion for delivering exceptional customer service. Over the course of my career, I have amassed more than 4 years of experience in leading and developing support teams. My strengths lie in optimizing operational efficiency, fostering team cohesion, and ensuring unwavering quality service.

My track record includes implementing streamlined procedures that enhance overall team productivity and resolving intricate customer issues with finesse. Through these experiences, I have consistently cultivated positive interactions, thereby driving customer satisfaction. My leadership skills, coupled with a proficiency in administrative tasks, underscore my ability to facilitate seamless team coordination and the effective flow of information.

I am genuinely eager to contribute my expertise to exceed your customer service expectations and make a meaningful impact on your team's success. My hands-on experience, coupled with my commitment to excellence, positions me as an ideal candidate for this role.

I would welcome the opportunity to learn more about your team and discuss how my skills and experiences align with the goals of your company. Thank you for considering my application. I am excited about the prospect of contributing to your company's continued success.

I look forward to the possibility of discussing my candidacy further and am available at your earliest convenience. Thank you for your time and consideration.

Sincerely,

(prompt: Can you improve the following cover letter: To whom it may concern, I am writing to express my keen interest in the First-Line Supervisor of Customer Support Workers position. With over 6 years of experience in Customer Service, I am confident that I possess the necessary skills and knowledge to excel in this role and significantly contribute to your team's success. My passion for delivering exceptional customer service aligns perfectly with your First-Line Supervisor opportunity. With over 4 years of experience leading and developing support teams, I excel at streamlining operations, fostering team cohesion, and ensuring consistent quality service. From implementing efficient procedures and resolving complex customer issues, I cultivate positive interactions that drive satisfaction. My leadership skills and proficiency in administrative tasks ensure flawless team coordination and

effective information flow. I'm eager to contribute my expertise and exceed your customer service expectations. I am confident that my skills, experience, and passion for customer service make me an ideal candidate for this position. I am eager to learn more about your team and how I can contribute to your company's continued success. Thank you for your time and consideration. Sincerely,)

Cover_letter_Enhanced_ChatGPT_2

Dear Sir/Madam,

I am writing to express my genuine interest in the open position of First-Line Supervisor of Customer Support Workers at your company, as highlighted in your recent job posting. Enclosed, you will find my resume for your thorough consideration.

In my current role, I have consistently demonstrated a steadfast commitment to elevating customer service standards and effectively managing collaborative teams. In overseeing clerical and administrative support workers, I have successfully implemented procedures to streamline customer requests, ensuring prompt and efficient resolution. This experience has equipped me with the skills to coordinate and control diverse support tasks, fostering a harmonious work environment.

My adeptness in active listening enables me to discern and address customer needs comprehensively. Coupled with strong written and verbal communication skills, I excel in conveying information clearly and documenting instructions meticulously. I possess a proven ability to monitor team performance and leverage customer feedback for continuous enhancement, involving a vigilant evaluation process to identify areas for improvement and the implementation of corrective measures when necessary.

With a comprehensive understanding of customer service principles and processes, I am well-versed in meeting quality service standards and evaluating customer satisfaction. Additionally, my administrative expertise spans efficient word processing, file management, record-keeping, form design, and workplace terminology.

I am eager to bring my unique blend of skills, experience, and unwavering commitment to excellence to the First-Line Supervisor of Customer Support Workers role at your company. I am confident that my proactive approach to team coordination aligns seamlessly with the goals of your esteemed organization, enhancing the overall customer experience.

Thank you for considering my application. I appreciate your time and look forward to the opportunity to discuss how my qualifications can contribute to the continued success of your team.

Sincerely,

(Prompt: Can you improve the following cover letter: Dear [Recipient's Name], I am writing to express my sincere interest in the open position of First-Line Supervisor of Customer Support Workers at [Company Name], as highlighted in your recent job posting. Enclosed, you will find my resume for your review. In my current capacity as [Your Current Position] with [Current Company], I have consistently demonstrated a commitment to elevating customer service standards and effectively managing collaborative teams. Overseeing clerical and administrative support workers, I have successfully executed procedures to streamline customer requests, ensuring prompt and efficient resolution. This experience has equipped me with the skills to coordinate and control diverse support tasks, fostering a harmonious work environment. My adeptness in active listening enables me to discern and address customer needs comprehensively. Coupled with strong written and verbal communication skills, I excel in conveying information clearly and documenting instructions meticulously. I have a proven ability to monitor team performance and leverage customer feedback for continuous enhancement. This involves a vigilant evaluation process to identify areas for improvement and the implementation of corrective measures when necessary. Having gained comprehensive knowledge in customer service principles and processes, I am well-versed in meeting quality service standards and evaluating customer satisfaction. Additionally, my administrative expertise spans efficient word processing, file management, record-keeping, form design, and workplace terminology. I am eager to bring my unique blend of skills, experience, and commitment to excellence to the First-Line Supervisor of Customer Support Workers role at [Company Name]. I am confident that my proactive approach to team coordination and unwavering dedication to customer satisfaction align seamlessly with the goals of your esteemed organization. I appreciate your time in reviewing my application and look forward to the opportunity to discuss how my qualifications can contribute to the continued success of your team. Thank you for considering my candidacy. Sincerely,)

Cover_letter_Enhanced_ChatGPT_3

Dear Sir/Madam,

I am writing to express my interest in the "First-Line Supervisor of Customer Support Workers" position, as advertised recently. With my diverse background and proven track record in leadership roles, I am confident in my ability to contribute effectively to your team.

In my most recent role as an Executive Assistant at a prominent British leather goods manufacturer, I had the privilege of working closely with the CEO. This experience not only facilitated my personal growth but also honed my skills in multitasking, communication, and strategic thinking. Responsibilities included managing business meetings, coordinating travel arrangements, conducting presentation research, overseeing the hiring process for Fashion University students, and mentoring team members. These tasks required a high level of organization, efficiency, and the ability to adapt to dynamic work environments.

My proficiency in managing diverse responsibilities extends beyond the executive office to encompass customer-facing roles in both Retail and Hospitality. These experiences have equipped me with a deep understanding of exceptional customer service and the importance of building positive relationships. I approach customer interactions with a personal touch, ensuring that their needs are not only met but exceeded. My success in motivating colleagues

and implementing effective procedures, such as suggesting alternative products, upselling items, and managing inventory, attests to my commitment to delivering a premium service.

As a leader, I prioritize effective communication, delegation, and fostering a collaborative work environment. My extensive work experience across various industries has cultivated resilience and adaptability, enabling me to navigate uncertain situations with confidence. I believe in continuous improvement and growth, and I am dedicated to supporting my team members in their personal and professional development. My leadership style is centered on setting and achieving goals, both individually and collectively, to drive success.

In conclusion, I am excited about the opportunity to bring my skills and enthusiasm to the role of First-Line Supervisor of Customer Support Workers. My adaptability, focus on task completion, and commitment to personal and team growth make me a strong candidate for this position. I look forward to the possibility of contributing to your team's success.

Yours Faithfully,

(Prompt: Can you improve the following cover letter: Dear X, I noticed your recent job advert for “First-Line Supervisor of Customer Support Workers” and would love the opportunity to apply for this role. Most recent role was as an "Executive Assistant" at _____ British leather goods manufacturer, working alongside the company provided me an invaluable opportunity to work directly with the CEO and provided multiple opportunities for personal growth. Throughout my time in this role, I was responsible for managing and attending business meetings, booking travel arrangements for the CEO , presentation research and creation, managing the hiring process of placement year Fashion University students and acting as a mentor, extensive email management, taking notes in meetings and setting agendas, submitting invoices and expenses alongside general office admin tasks when required. I am now able to pride myself on communicating effectively both in an online context as well as in face to face interactions. Aside from this role I have also actively worked in both Retail and Hospitality in Customer facing roles., this provided me with the invaluable opportunity to learn the key factors in how to perform exceptional customer service. My approach is that of a relatable one, I aim to make customers feel tailored to individually and comfortable making requests to be carried out either by myself or the team. I became very comfortable providing a premium service which in turn developed into motivating fellow colleagues and demonstrating procedures such as suggesting alternative products, upselling items, checking stock levels, contacting sister stores to arrange product holds. Being an avid believer of constant improvement and growth will make me a strong leader / motivator to my team. Leadership and delegation are key aspects of my approach in the workplace, my years of work experience in a variety of industries have prepared me with a resilience to succeed and lead a team through uncertain times. With a focus on individuals personal progress journey, I am committed to supporting them and helping to set and reach goals that will help them to move forward. I feel that my experience allows me to be a strong candidate for the position of “ First-Line Supervisor of Customer Support Workers ” as I pride myself on being a highly adaptable individual with a focus to complete tasks to the best of my ability in a time effective manner. Yours Faithfully, {name})

Appendix 3: ChatGPT generated cover letters

Cover_letter_ChatGPT_1

Dear Sir/Madam,

I am writing to express my enthusiastic interest in the First-Line Supervisor of Customer Support Workers position at your company, as advertised. With a background in leadership roles, customer service, and administrative support, I am confident in my ability to effectively supervise and coordinate the activities of clerical and administrative support workers to enhance customer satisfaction.

In my current role as a Senior Recruitment Consultant and Team Leader, I have successfully managed and led a team of professionals, fostering a collaborative environment to achieve common goals. This experience has honed my skills in active listening, coordination, and communication, ensuring the team works cohesively and meets quality standards for services.

One of my key strengths lies in developing and implementing procedures to address customer requests effectively. My experience in recruitment involved constant monitoring and evaluation of team performance, coupled with regular discussions to enhance services. This aligns seamlessly with the tasks outlined for the First-Line Supervisor role, where I am confident in my ability to coordinate and control the work of the customer support team.

My knowledge of administrative procedures and systems, gained through my roles as Data Support Lead and Service Coordinator, further supports my candidacy. I am adept at designing forms, managing files and records, and utilizing workplace terminology to streamline operations.

Enclosed is my resume for your review. I am excited about the prospect of contributing to the success of your company by leveraging my skills in customer service, administrative knowledge, and leadership experience.

Thank you for considering my application. I am eager to discuss how my skills and experiences align with the needs of your team.

Sincerely,

Prompt:

Can you write a cover letter based on my cv for the following job description?

ChatGPT

ChatGPT

Certainly! I'd be happy to help. Please provide me with the details of the job description and your CV, or the key points you'd like to highlight in your cover letter.

You

CV: Dynamic and results-driven professional with a diverse background in recruitment, data management, and communications, including managerial experience. Proven ability to thrive in fast-paced environments, communicate effectively with stakeholders, and drive business success. Seeking new challenges to leverage leadership skills and contribute to organizational growth.

PROFESSIONAL EXPERIENCE

Senior Recruitment Consultant/Team Leader 2018–Present

- Successfully managed end-to-end recruitment administration, emphasizing accuracy and confidentiality.
- Conducted professional communication with clients and candidates, both written and verbal.
- Executed advertising, CV screening, and interview coordination.
- Developed trusting client relationships, achieving service excellence.
- Specialized in both Blue Collar Trades and Labour as well as White Collar Social Housing recruitment.
- Successfully billed over 375k in the financial year.
- Provided leadership by overseeing and managing a small team, providing support and guidance.
- Developed and implemented vendor management systems tailored to clients' needs.

Data Support Lead, 2015–2018

- Utilized performance data to align service outputs with Commissioner goals.
- Led the development of efficient processes for capturing and reporting on Key Performance Indicators.
- Ensured the highest quality and compliance with local and national legislation in data reporting.
- Created analytical reports for diverse audiences, including commissioners, board members, and clinical/non-clinical staff.
- Collaborated with a support team to provide guidance on data systems to healthcare professionals.

Communications Lead, 2015–2018

- Led internal and external communications for various services within the company.
- Utilized newsletters, reports, and social media for effective communication.
- Managed communication campaigns supporting service outcomes outlined by Directors.
- Utilized audience insight and stakeholder mapping for communication strategy recommendations.
- Delivered monthly progress reports to the Head of Communications and portfolio leads.

Service Coordinator 2015–2018

- Managed operational and business aspects of extended access hub services.
- Produced analytical reports on service performance.
- Project-managed various components within dynamic deadlines.
- Contributed to the creation of clinical governance policies under governmental guidelines.
- Engaged with patients to tailor services to their needs.

Service Manager, 2015–2016

- Drafted briefs, reports, and agendas for meetings and events.
- Managed staff to maintain a patient-focused service.
- Compiled budget reports, financial spreadsheets, and organizational charts.
- Facilitated communication between patients and healthcare community members.

[Continue the same format for the rest of the work experience]

EDUCATION

BA Politics & International Relations, University of Portsmouth, May 2014

- Upper Second-Class Honors.
- Focused on Political and Economic units, including Researching Political Analysis, Introduction to Economics, Modern Political Economy, Strategic & Security Studies & International Relations Theory.

SKILLS

- Excellent Communication Skills

- Strategic Planner
- Analytical Thinker
- Attention to Detail
- Excellent Organization Skills

HOBBIES & INTERESTS

- FA Level 1 Football Coaching Badge: Avid football fan, season ticket holder, and player. Gained FA qualification to work as a coach, promoting confidence, character, and well-being through grassroots-level sports

ChatGPT

ChatGPT

Certainly! Here's a sample cover letter tailored to your CV for a recruitment or leadership position:

[Your Name]

[Your Address]

[City, State ZIP Code]

[Your Email Address]

[Your Phone Number]

[Date]

[Employer's Name]

[Company Name]

[Company Address]

[City, State ZIP Code]

Dear [Employer's Name],

I am writing to express my interest in the [Job Title] position at [Company Name], as advertised. With a proven track record in recruitment, data management, and communications, I am confident in my ability to bring valuable leadership skills and contribute to the growth of your organization.

In my current role as a Senior Recruitment Consultant and Team Leader, I have successfully managed end-to-end recruitment processes, emphasizing accuracy and confidentiality. My ability to communicate effectively with clients and candidates, coupled with a strategic approach to advertising, CV screening, and interview coordination, has resulted in consistently successful placements and client satisfaction. Additionally, my leadership experience involves overseeing and managing a small team, providing support, guidance, and implementing vendor management systems tailored to clients' needs.

My background as a Data Support Lead further showcases my analytical skills, where I utilized performance data to align service outputs with organizational goals. I led the development of efficient processes for capturing and reporting Key Performance Indicators, ensuring the highest quality and compliance with legislation. This experience, coupled with my role as a Communications Lead, demonstrates my ability to convey complex information to diverse audiences effectively.

I hold a BA in Politics & International Relations, with a focus on political and economic units, enhancing my strategic planning and analytical thinking skills. My commitment to excellent communication, attention to detail, and organizational skills aligns well with the requirements of the [Job Title] position at [Company Name].

Enclosed is my resume for your review. I am excited about the opportunity to contribute to [Company Name]'s success and am confident that my skills and experience make me a strong candidate for this role.

Thank you for considering my application. I look forward to the opportunity to discuss how my skills and experiences align with your team's needs.

Sincerely,

[Your Name]

You

job description: First-Line Supervisor of Customer Support Workers

In this position you will directly supervise and coordinate the activities of clerical and administrative support workers.

Common tasks include:

- Developing and implementing procedures to deal effectively with customer requests.
- Coordinating and controlling the work of the customer support workers.
- Discussing customer responses with other managers, with a view to improving the products and services provided.

Required skills:

- Active Listening. Giving full attention to what others are saying, taking time to understand the points being made, and asking questions as appropriate.
- Coordination. Ensuring the team works together cohesively.
- Written and verbal communication. Conveying information effectively in discussions and clearly documenting instructions.
- Monitoring. Constantly evaluating performance from the team and input from customers to make improvements or take corrective action.

Required knowledge:

- Customer Service. Knowledge of principles and processes for providing customer and personal services, such as meeting quality standards for services and evaluation of customer satisfaction.
- Administrative. Knowledge of administrative and office procedures and systems such as word processing, managing files and records, designing forms, and workplace terminology.

ChatGPT

ChatGPT

Certainly! Here's a tailored cover letter for the First-Line Supervisor of Customer Support Workers position:

[Your Name]

[Your Address]

[City, State ZIP Code]

[Your Email Address]

[Your Phone Number]

[Date]

[Hiring Manager's Name]

[Company Name]

[Company Address]

[City, State ZIP Code]

Dear [Hiring Manager's Name],

I am writing to express my enthusiastic interest in the First-Line Supervisor of Customer Support Workers position at [Company Name], as advertised. With a background in leadership roles, customer service, and administrative support, I am confident in my ability to effectively supervise and coordinate the activities of clerical and administrative support workers to enhance customer satisfaction.

In my current role as a Senior Recruitment Consultant and Team Leader, I have successfully managed and led a team of professionals, fostering a collaborative environment to achieve common goals. This experience has honed my skills in active listening, coordination, and communication, ensuring the team works cohesively and meets quality standards for services.

One of my key strengths lies in developing and implementing procedures to address customer requests effectively. My experience in recruitment involved constant monitoring and evaluation of team performance, coupled with regular discussions to enhance services. This aligns seamlessly with

the tasks outlined for the First-Line Supervisor role, where I am confident in my ability to coordinate and control the work of the customer support team.

My knowledge of administrative procedures and systems, gained through my roles as Data Support Lead and Service Coordinator, further supports my candidacy. I am adept at designing forms, managing files and records, and utilizing workplace terminology to streamline operations.

Enclosed is my resume for your review. I am excited about the prospect of contributing to the success of [Company Name] by leveraging my skills in customer service, administrative knowledge, and leadership experience.

Thank you for considering my application. I am eager to discuss how my skills and experiences align with the needs of your team.

Sincerely,

[Your Name]

Cover_letter_ChatGPT_2

Dear Sir/Madam,

I am writing to express my sincere interest in the First-Line Supervisor of Customer Support Workers position as advertised. With a solid background in customer service and administrative roles, coupled with my proven ability to coordinate and lead cohesive teams, I am confident in my capacity to contribute to the success of your organization.

In my current role as a Store Admin at Apple's Birmingham location, I have gained extensive experience in supervising and coordinating the activities of a large team while ensuring optimal customer satisfaction. I have successfully developed and implemented procedures to address customer requests efficiently, and my active listening skills have played a crucial role in understanding and addressing customer concerns.

My role involves constant coordination to ensure the team works together cohesively, and I am adept at written and verbal communication, conveying information effectively in discussions and clearly documenting instructions. I am highly skilled in monitoring team performance and incorporating customer feedback to make informed improvements and take corrective action.

Having excelled in a customer-centric environment, I possess a deep understanding of customer service principles and processes. I am well-versed in meeting quality standards for services and evaluating customer satisfaction, aligning with the requirements of the First-Line Supervisor position.

Furthermore, my knowledge of administrative and office procedures, including word processing, file management, and workplace terminology, positions me as a candidate with a comprehensive skill set to effectively oversee the activities of clerical and administrative support workers.

I am enthusiastic about the opportunity to bring my skills and experience to your team, contributing to the development and implementation of procedures that enhance customer satisfaction and improve the overall effectiveness of your support team. Thank you for considering my application. I look forward to the possibility of discussing how my qualifications align with your needs in greater detail.

Sincerely,

Prompt:

You

Can you write a cover letter based on my cv for the following job description?

ChatGPT

ChatGPT

Certainly! I'd be happy to help you write a cover letter based on your CV and the job description. Please provide me with the details of the job description, including key responsibilities and qualifications, so that I can tailor the cover letter accordingly. Additionally, feel free to share any specific information you'd like to highlight or emphasize in the cover letter.

You

CV: STORE ADMIN EDUCATION

2008 - 2011

BA (Hons)

University

CONTACT

HOBBIES

Travel

Photography

Skiing

Yoga

SKILLS

- Experience with WFM

software including

Kronos

- Highly experienced

across Windows, Mac

and iOS, including Office

365 and G Suite

- Excels at working with

cross-functional teams

2006 - 2008

3 A-Levels A-C PROFILE

An experienced Store Administrator with over 5 years experience at the largest technology company in the world. Main focuses include executive relations, payroll, recruitment, employee relations and workforce management. I am driven to uphold the values of the company and act as a single point of contact for any HR or administrative duties.

EXPERIENCE

Apple - 2015 - Present

Store Admin – Birmingham

As a store admin within Apple Retail I am responsible for keeping management up-to-date and employees engaged. This role was created for me and is the first of its kind outside of London due to high volume, staff-heavy nature of the store. I was chosen due to the unique challenges that the role brings and have developed the position into a key part of the leadership team.

- Co-ordinate diaries, expenses and travel for 18 managers across the

Birmingham area, sending and receiving correspondence for each

manager where necessary

- Run payroll reports for all 180+ staff members every week
- Schedule meetings and events for senior Apple directors when visiting the market on a quarterly basis
- Responsible for efficient scheduling of all members of staff, maximising cover during peak times
- Organise and facilitate recruitment events and individual interviews for Birmingham stores through to offer stage and initial onboarding with internal systems
- Support with all aspects of employee relations lifecycle including disciplinary, performance, absence, restructuring and grievances.

Apple – 2011 - 2015

Visuals Specialist - Birmingham

As Visuals Specialist in Birmingham I was expected to maintain a 'recognisably Apple' level of visual standard throughout the store, as well as delivering exceptional customer service to consumer, business and education individuals. During my time in this role, I supported two New Store Openings (NSOs) across the UK including in London and Birmingham

ChatGPT

ChatGPT

Certainly! Here's a sample cover letter based on your CV for a Store Admin position:

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Employer's Name]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear [Employer's Name],

I am writing to express my interest in the Store Admin position as advertised. With over 5 years of dedicated experience at the largest technology company globally, I am confident in my ability to bring valuable contributions to your team. My unique blend of skills, coupled with a proven track record in executive relations, payroll, recruitment, employee relations, and workforce management, positions me as a strong candidate for this role.

In my current role as a Store Admin at Apple's Birmingham location since 2015, I have consistently demonstrated my commitment to upholding the company's values while effectively managing HR and administrative duties. I was selected for this role due to its unprecedented challenges and have successfully transformed it into a pivotal part of the leadership team. I have experience in coordinating diaries, expenses, and travel for 18 managers, running payroll reports for over 180 staff members weekly, and efficiently scheduling staff to maximize coverage during peak times.

Additionally, my proficiency in utilizing WFM software, including Kronos, coupled with my extensive experience across Windows, Mac, and iOS platforms, including Office 365 and G Suite, makes me adept at handling diverse technological requirements. I excel at working collaboratively with cross-functional teams and have successfully supported recruitment events, individual interviews, and onboarding processes for the Birmingham stores.

My earlier role as a Visuals Specialist in Birmingham further underscores my commitment to maintaining the highest visual standards and delivering exceptional customer service. This experience, combined with my educational background, has equipped me with a unique set of skills that align with the requirements of the Store Admin position.

I am enthusiastic about the opportunity to contribute my skills and expertise to your team and am confident in my ability to make a significant impact. Thank you for considering my application. I look forward to the possibility of discussing how my qualifications align with your needs in greater detail.

Sincerely,

[Your Name]

Feel free to customize the letter further based on any specific details from the job description or additional information you'd like to include.

You

job description: First-Line Supervisor of Customer Support Workers

In this position you will directly supervise and coordinate the activities of clerical and administrative support workers.

Common tasks include:

- Developing and implementing procedures to deal effectively with customer requests.
- Coordinating and controlling the work of the customer support workers.

- Discussing customer responses with other managers, with a view to improving the products and services provided.

Required skills:

- Active Listening. Giving full attention to what others are saying, taking time to understand the points being made, and asking questions as appropriate.
- Coordination. Ensuring the team works together cohesively.
- Written and verbal communication. Conveying information effectively in discussions and clearly documenting instructions.
- Monitoring. Constantly evaluating performance from the team and input from customers to make improvements or take corrective action.

Required knowledge:

- Customer Service. Knowledge of principles and processes for providing customer and personal services, such as meeting quality standards for services and evaluation of customer satisfaction.
- Administrative. Knowledge of administrative and office procedures and systems such as word processing, managing files and records, designing forms, and workplace terminology.

ChatGPT

ChatGPT

Certainly! Here's a tailored cover letter for the First-Line Supervisor of Customer Support Workers position:

[Your Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Employer's Name]

[Company Name]

[Company Address]

[City, State, ZIP Code]

Dear [Employer's Name],

I am writing to express my sincere interest in the First-Line Supervisor of Customer Support Workers position as advertised. With a solid background in customer service and administrative roles, coupled with my proven ability to coordinate and lead cohesive teams, I am confident in my capacity to contribute to the success of your organization.

In my current role as a Store Admin at Apple's Birmingham location, I have gained extensive experience in supervising and coordinating the activities of a large team while ensuring optimal customer satisfaction. I have successfully developed and implemented procedures to address customer requests efficiently, and my active listening skills have played a crucial role in understanding and addressing customer concerns.

My role involves constant coordination to ensure the team works together cohesively, and I am adept at written and verbal communication, conveying information effectively in discussions and clearly documenting instructions. I am highly skilled in monitoring team performance and incorporating customer feedback to make informed improvements and take corrective action.

Having excelled in a customer-centric environment, I possess a deep understanding of customer service principles and processes. I am well-versed in meeting quality standards for services and evaluating customer satisfaction, aligning with the requirements of the First-Line Supervisor position.

Furthermore, my knowledge of administrative and office procedures, including word processing, file management, and workplace terminology, positions me as a candidate with a comprehensive skill set to effectively oversee the activities of clerical and administrative support workers.

I am enthusiastic about the opportunity to bring my skills and experience to your team, contributing to the development and implementation of procedures that enhance customer satisfaction and improve the overall effectiveness of your support team. Thank you for considering my application. I look forward to the possibility of discussing how my qualifications align with your needs in greater detail.

Sincerely,

[Your Name]

Feel free to adjust the letter to better match your personal experiences and details from your CV.

Cover_letter_ChatGPT_3

Dear Sir/Madam,

I am writing to express my interest in the First-Line Supervisor of Customer Support Workers position at your company, as advertised. With a solid background in the Fashion Industry and a proven track record of coordinating and leading teams, I am confident in my ability to contribute to the success of your customer support department.

In my previous role as an Executive Assistant, I successfully supervised and coordinated the activities of a diverse team, demonstrating a keen ability to develop and implement effective procedures for

managing customer requests. My experience includes actively listening to team members and clients, ensuring open communication channels, and consistently monitoring performance to identify areas for improvement.

Your emphasis on active listening, coordination, and effective communication aligns seamlessly with my strengths. Throughout my career, I have prioritized these skills to foster a cohesive and productive team environment. I am adept at ensuring that team members work collaboratively to achieve common goals, while also actively seeking and incorporating customer feedback into our processes.

My knowledge of customer service principles and administrative procedures further equips me for success in this role. I have a proven ability to meet quality standards for services, evaluate customer satisfaction, and implement improvements. Additionally, my administrative skills, including proficiency in word processing and record management, align with the requirements outlined in the job description.

I am excited about the opportunity to bring my leadership skills, proactive approach, and dedication to customer satisfaction to your company. I am confident that my experiences and skills make me an ideal candidate for this role.

Enclosed with my application is my detailed CV for your review. I would welcome the opportunity to discuss how my background aligns with the needs of your company further. Thank you for considering my application. I look forward to the possibility of contributing to your team's success.

Sincerely,

Prompts:

You

Can you write a cover letter based on my cv for the following job description?

ChatGPT

ChatGPT

Of course! I'd be happy to help. Please provide me with your CV and the job description for the position you're applying to, and I'll tailor a cover letter for you.

You

CV: Professional Summary

Hardworking, dedicated individual with a strong background in the Fashion Industry; Sectors include PR, Retail & Styling (Luxury Ecommerce, Campaigns, Editorials, Music Videos). Excellent ability to use initiative and work independently, whilst also being able to follow instructions, working in a fast paced environment and meeting deadlines.

Work History

Executive Assistant

December 2022 – September 2023

- Building relationships with vendors/ manufacturers in order to guarantee deadlines are met
- Extensive email/ diary management – Prioritising urgent material and discussing strategy with the team when required, maintaining an efficient/ professional yet friendly tone when communicating via email
- Competitor research and presentation creation – creating first drafts, assisting with editing and submitting to the wider team
- Managing the recruitment process for placement year interns, interviewing, mentoring and task delegation
- Attending existing and potential client meetings alongside CEO and higher management team, contributing to conversations when required, taking notes along with any information the client may require post meeting
- Drafting letters to multiple members of parliament regarding sustainability solutions and policy suggestions
- Contributing to brand direction and strategy
- Working directly with the Founder & Co Founder
- Assisting the office manager with general admin, ordering office supplies, organizing team meetings
- Itinerary creation and management during business trips both domestic and international
- Providing detailed briefings at the end of each working day, summarizing daily progress, following up on any outstanding questions/support required

- Produce documents/reports to a high standard of presentation and accuracy including excel spreadsheets with client information, monthly internal newsletter creation and email templates for staff to use when engaging with new potential clients

Freelance Womenswear Stylist

January 2021- September 2022

(1 year 9 months)

- Reporting to Senior Stylists and responding to feedback on styling
- Building Womenswear edits, keeping note of daily/weekly targets
- Using stylist knowledge to build challenging edits
- Reporting any product that is incorrectly tagged using Asana
- Creating detailed build notes for each completed look with styling suggestions for the copy team to work

from

- Reviewing edits and making changes that will improve the relevance of the look for the client
- Using the company browser to source appropriate product
- Communicating with copywriting team effectively in order

Stylist Assistant

July 2019- Present (AD- HOC)

- Independently managing time across the day to maximise progress
- Maintain quality and consistency across all online content produced on set
- Assisting Senior stylists to ensure that all re-shoots are carried out to the required standard
- Sourcing and prepping items to make sure they are ready for video/ shooting
- Liaising with the Copyright team to ensure that products match descriptions and that all designated codes are correct
- Helping to maintain a steady workflow and meet the daily target
- Handling the upkeep of luxury garments, this includes stock management and quality control
- Creating brand PDF's for the buying team

Senior Assistant

March 2018- June 2019 (15 months)

- Reporting directly to Stylist
- Attending press appointments independently
- Booking couriers/ international shipments including creating carnets
- Solely attending shoots when necessary
- Interviewing/managing interns and delegating tasks accordingly
- Managing international Luxury samples - ensuring they arrive safely and within a specified time frame
- Develop and maintain relationships with PR Firms both London Based & International
- Assist with Client/ Talent Fittings and plan accordingly
- Travelling internationally when required

Show Assistant

Ad Hoc during show season (2014-2018)

- Assisting in the maintenance of control in the events,
- Ensuring that attendees are satisfied and located in the correct place within the event,
- Securing backstage areas
- Assisting with ticket allocation during London Fashion Week, Graduate Fashion Week &

London Collection: Mens

- Assisting the PR with general office organization during show season
- Invitation management and distribution

Education

Business and Enterprise BTEC Level 3 National Diploma

Grade Achieved: Distinction

ABC Qualification in Advertising

Grade Achieved: Pass

Certificate in the Principles of Business & Administration

Grade Achieved: Pass

ChatGPT

ChatGPT

Certainly! Based on the information provided in your CV, here's a tailored cover letter for a position in the Fashion Industry:

[Your Name] [Your Address] [City, State ZIP Code] [Your Email Address] [Your Phone Number] [Date]

[Employer's Name] [Company Name] [Company Address] [City, State ZIP Code]

Dear [Employer's Name],

I am writing to express my strong interest in the [Job Title] position at [Company Name], as advertised. With a robust background in the Fashion Industry, particularly in PR, Retail, and Styling, I am confident that my skills and experiences align seamlessly with your requirements.

In my most recent role as an Executive Assistant at [Previous Company], I honed my ability to work in a fast-paced environment, managing extensive email and diary responsibilities, coordinating recruitment processes, and contributing significantly to brand direction and strategy. My proactive approach and attention to detail allowed me to efficiently handle various tasks, including competitor research, creating presentations, and drafting letters to government officials on sustainability matters.

As a Freelance Womenswear Stylist, I demonstrated my capacity to respond effectively to feedback, build challenging edits, and communicate efficiently with cross-functional teams. My experience as a Stylist Assistant further solidified my skills in maintaining content quality, assisting senior stylists, and managing luxury garments.

I am particularly drawn to [Company Name] due to its reputation for [specific aspects of the company you admire or align with]. Your commitment to [mention any relevant values or initiatives] resonates with my personal and professional ethos.

Enclosed with my application is my detailed CV, which further outlines my experiences and accomplishments. I am excited about the opportunity to bring my unique perspective, strong work ethic, and creative flair to your team.

Thank you for considering my application. I am eager to further discuss how my skills and experiences align with the needs of [Company Name]. I look forward to the possibility of contributing to the continued success of your esteemed organization.

Sincerely,

[Your Name]

Feel free to modify the letter according to your preferences and any specific details about the job or company. Good luck with your job application!

You

job description: First-Line Supervisor of Customer Support Workers

In this position you will directly supervise and coordinate the activities of clerical and administrative support workers.

Common tasks include:

- Developing and implementing procedures to deal effectively with customer requests.
- Coordinating and controlling the work of the customer support workers.
- Discussing customer responses with other managers, with a view to improving the products and services provided.

Required skills:

- Active Listening. Giving full attention to what others are saying, taking time to understand the points being made, and asking questions as appropriate.
- Coordination. Ensuring the team works together cohesively.
- Written and verbal communication. Conveying information effectively in discussions and clearly documenting instructions.
- Monitoring. Constantly evaluating performance from the team and input from customers to make improvements or take corrective action.

Required knowledge:

- Customer Service. Knowledge of principles and processes for providing customer and personal services, such as meeting quality standards for services and evaluation of customer satisfaction.
- Administrative. Knowledge of administrative and office procedures and systems such as word processing, managing files and records, designing forms, and workplace terminology.

ChatGPT

ChatGPT

Certainly! Based on the provided job description, let's integrate the information into your cover letter:

[Your Name] [Your Address] [City, State ZIP Code] [Your Email Address] [Your Phone Number] [Date]

[Employer's Name] [Company Name] [Company Address] [City, State ZIP Code]

Dear [Employer's Name],

I am writing to express my interest in the First-Line Supervisor of Customer Support Workers position at [Company Name], as advertised. With a solid background in the Fashion Industry and a proven

track record of coordinating and leading teams, I am confident in my ability to contribute to the success of your customer support department.

In my previous role as an Executive Assistant at [Previous Company], I successfully supervised and coordinated the activities of a diverse team, demonstrating a keen ability to develop and implement effective procedures for managing customer requests. My experience includes actively listening to team members and clients, ensuring open communication channels, and consistently monitoring performance to identify areas for improvement.

Your emphasis on active listening, coordination, and effective communication aligns seamlessly with my strengths. Throughout my career, I have prioritized these skills to foster a cohesive and productive team environment. I am adept at ensuring that team members work collaboratively to achieve common goals, while also actively seeking and incorporating customer feedback into our processes.

My knowledge of customer service principles and administrative procedures further equips me for success in this role. I have a proven ability to meet quality standards for services, evaluate customer satisfaction, and implement improvements. Additionally, my administrative skills, including proficiency in word processing and record management, align with the requirements outlined in the job description.

I am excited about the opportunity to bring my leadership skills, proactive approach, and dedication to customer satisfaction to [Company Name]. I am confident that my experiences and skills make me an ideal candidate for this role.

Enclosed with my application is my detailed CV for your review. I would welcome the opportunity to discuss how my background aligns with the needs of [Company Name] further. Thank you for considering my application. I look forward to the possibility of contributing to your team's success.

Sincerely,

[Your Name]

Feel free to make any adjustments or additions based on your preferences and any additional information you want to include. Good luck with your application!

