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Dear HR Manager:

I am grateful to your consulting firm for this chance and time in evaluating this proposal. Our company’s services were initially established in the year 1976 by our founder. Our founder’s objective was to provide consumer fulfillment and sustaining exceptional and first-rate relations with major suppliers who make provisions of the best quality services. Our services will help your consulting firm cut-down expenses during this ongoing economic downward spiral and receive better consumer service for your properties.

Our services have been well received in other well-known firms thus establishing excellent working relations globally. Our company intends to work hand-in-hand with other companies to make sure the services provision is outstanding. Due to the simultaneity of our services’ consumption and production, our employees occupy the major position to influence consumer’s perceptions of our services’ quality; because of this reason, our services have acquired remarkable perceptions from our consumers.

Our company understands that services quality is indivisible from the service provider’s quality. The company has set standards to enhance our services quality annually thus making our services better when compared to others in different companies. To ensure that our quality services are provided efficiently, the company has trained personnel because without the training workers tend to become variable in their duties thus lowering the quality of services (Preddy, 2004). Our services are offered by trained employees who comprehend the proper forms of behavior thus adopting the best practices in their duties.

Our services are provided in admirable environments so that our consumers because appearance of service facility is very vital. Our services have the best mechanisms, flows and procedures in which they are delivered. Procedures can have an effect on how services are delivered to consumers and that’s why the company ensures there are appropriate mechanisms and processes (Weiss, 2000). The service in our company entails a number of processes for instance; contacting our consumers, managerial procedures concerning delivery and preparation and assessment of service provisions.

In the company there is service management where we ensure that marketing of our services is taking place at all different levels where we consider flexibility during services provision to the needs of our consumers. Our services are been provided by so many customers but we are still marketing them to increase their usage. We have come up with a fast service improvement system to our consumers’ problems and grievances. Through this our services have acquired tremendous reception and that’s why the company has set-up new technologies to offer better and low-priced services.

Through services provision, customers are provided with more information regarding our services, our reference and acknowledgments, guarantee and occasional free services. Our services are of high quality at present but to improve their quality we keep a good repute, value and impeccable service delivery. Our consumers have been satisfied with our services and as a result acquiring high number of consumers. Our services are of good quality and they have acquired prominence locally and globally thus making our company international. Our customers have relied on our services since the year 1976 and as a result they have ended up promoting the performance of the entire company. Our company looks forward to hearing from you and we greatly appreciate the chance that you have given us to inform you about our services and the proficiency we have acquired as a company due to our services over the years.

Sincerely,

The Customer Service Representative

## References

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