

[Your Full Name]

[Phone Number] | [Email Address]

[LinkedIn Profile URL] | [City, State]

[Date]

[Hiring Manager Name]

[Company Name]

[Company Address]

Dear [Hiring Manager Name],

I am writing to express my enthusiastic interest in the **Customer Success Manager** position at [Company Name]. Transitioning from a successful career in the hospitality industry, I bring a refined background in proactive relationship management, conflict resolution, and delivering exceptional guest experiences—skills that align perfectly with the goals of your Customer Success team.

During my tenure at [Most Recent Hospitality Employer], I mastered the art of anticipating client needs before they were articulated. I managed [Number] accounts/guests daily, consistently achieving a [Percentage]% satisfaction rating. Much like a Customer Success role, my work required me to act as a primary point of contact, ensure long-term retention, and de-escalate complex situations with empathy and efficiency.

I am particularly drawn to [Company Name] because of your reputation for [Specific Company Value or Product Feature]. My experience in [Specific Skill, e.g., Upselling/Account Management] has prepared me to not only support your users but to drive adoption and identify growth opportunities within your client base. I am eager to translate my "hospitality-first" mindset into a data-driven environment to help your customers achieve their desired outcomes.

Thank you for your time and consideration. I look forward to the possibility of discussing how my transferable skills can contribute to the continued success of [Company Name].

Sincerely,

[Your Name]