

Hospitality Professional cover letter

Two sample letters, experienced and fresher. Keep the one closer to your situation, replace the text in [brackets] and every detail with your own.

SAMPLE LETTER: EXPERIENCED

Dear Hiring Manager,

I am applying for the Front Office Manager position at [Organisation name]. I have eight years of experience in hotel front office operations, currently as assistant front office manager at a 220-room upscale city hotel in Hyderabad.

I manage a team of eighteen across reception, guest relations, concierge and bell desk, and I run the night audit review with finance. When guest satisfaction scores on check-in fell, I studied our arrival process and found that rooms were rarely ready for early arrivals. I set up a priority list shared with housekeeping every morning, introduced pre-arrival calls for VIP and long-stay guests and trained the team on handling delays honestly. Check-in scores recovered within a few months, and complaints about waiting time dropped sharply.

I also work with the revenue team on upselling and room allocation, handle escalated guest complaints and maintain the FRRO and police reporting for foreign guests. I am comfortable with Opera PMS and the hotel's guest feedback platform.

My notice period is sixty days. I would welcome the chance to meet your general manager and discuss the role.

Regards,

[Your name]

SAMPLE LETTER: FRESHER

Dear Hiring Manager,

I am applying for the Guest Service Associate position at [Organisation name]. I have just completed my Bachelor's in Hotel Management and finished a six-month industrial training at a business hotel in Bengaluru, where I rotated through front office, food and beverage service, housekeeping and the kitchen.

I spent most of my training at the front office. I handled check-ins and check-outs on the property management system, answered guest calls and coordinated room changes with housekeeping. One evening a family arrived late to find their booked room type unavailable because of an overbooking. I kept them comfortable in the lobby lounge, informed the duty manager and arranged an upgrade with a welcome amenity. The guest later mentioned the front office team by name in an online review.

In food and beverage service, I worked banquets and the all-day dining restaurant, and learnt table setup, order taking and billing on the POS system. I am comfortable with long shifts, weekends and festival rush.

I speak English, Hindi and Kannada. I can join immediately and am open to relocation within India. Thank you for your time.

Regards,
[Your name]

BEFORE YOU SEND IT

- Name your department clearly, such as front office, food and beverage, housekeeping or guest relations, and the type of property, such as city hotel, resort or homestay.
- Describe one guest situation you handled, such as an overbooking, a complaint or a special request, and what the guest experienced as a result.
- Mention the systems you know, such as Opera PMS, POS billing or guest feedback platforms, and any service standards or audits you have worked under.
- State your shift flexibility, relocation preference and languages spoken; hotels hiring for new openings and seasons often decide on availability first.