

1234 Bear Road
Boulder, Colorado, 80302
(420) 555-5555

Green Wellness Center
1234 Lamp Post Road
Boulder, Colorado, 80301

December 15, 2018

Re: Retail Store Manager Position

Dear Green Wellness Center,

I have worked in customer service positions for over ten years. I have been a General Manager in a recreational cannabis store as well as a gift shop. My work as a waitress also taught me essential skills that translate into the retail cannabis space. My ability to manage a team, solve problems, and perceive customer needs makes me the ideal candidate for this position.

I have been working at Boulder Cannabis Center for two years. I manage 15 people, create schedules, manage the Point of Sales (POS) system, and assist with inventory tracking. I have vast experience with cannabis consumer demands, displaying merchandise, and training employees. I rounded out my cannabis knowledge with a Master of Cannabis certificate from Cannabis Training University.

I was the manager at Boulder Cannabis Center during the 420 holiday, which is our busiest sales day of the year. In the midst of our 420 sale, the integrated POS and inventory tracking system failed. I had to think quickly and instructed budtenders to hand-write receipts and manually record inventory for tracking purposes. This demonstrates my ability to problem solve during stressful situations while continuing to bring in top sales figures.

The customer service skills that I developed while working as a waitress at Applebee's have served me well in the retail cannabis environment. I have the ability to memorize and repeat a flexible menu. I can list the ingredients in products and tell customers the difference between items. With the hundreds of SKUs on a cannabis store's shelf, these abilities are very useful. I also trained more than 15 servers at Applebee's. I know how to articulate a process and make sure that it is followed according to company procedure.

My extensive retail and customer service experience make me the ideal candidate for the Manager position at Green Wellness Center. I am excited to bring my current skill set into a retail store that does over \$1 million in sales a month. Thank you for your time, and I look forward to personally speaking with you.

Sincerely,

Jane Marson

Jane Marson