

MARCUS REED

Chicago, IL

September 14,
2026
Willow Home
Goods

Dear Hiring Manager,

I'm applying for the Assistant Store Manager role at Willow Home Goods. As a shift supervisor at a Chicago homewares shop, I could help your store manager coordinate day-to-day work on the sales floor and in the stockroom. I'd like to take on more of the weekly planning as an assistant manager.

At Northside Home Store, I supervise six to eight sales and stockroom staff on a typical shift. I open and close the shop, assign sections, and arrange cover for staff breaks. I also train new colleagues on the register, returns process, and closing checklist.

When new hires were being shown closing jobs in different orders, I wrote a one-page checklist covering registers, returns, stockroom checks, and locking up. I tried it with two new colleagues and changed the order after their feedback. We now use it during training and keep it beside the closing log. That practical approach to training would be useful in helping new staff learn Willow Home Goods' procedures.

My shift responsibilities also include handling customer complaints and checking refunds that need supervisor approval. I check delivery paperwork with the stockroom team and flag missing or damaged items.

Thank you for considering my application. I'd welcome a conversation about supporting your team's daily work while taking on the wider responsibilities of an assistant manager.

Sincerely,

Marcus Reed