



Proposal for XYZ Systems

Presented by Your Name Here – March 22, 2004

Your Name
Your Address
Surrey, British Columbia
Postal Code

Home Phone: (604) 555-1236
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February 8, 2001

XYZ Systems Ltd.
Attn: General Manager
Company Address
Vancouver, British Columbia
Postal Code

Dear Sir/Madam,

I would first like to thank you again for the opportunity to meet with yourself and President's name on Monday. It was a pleasure to see you again. I also appreciated the time you spent familiarizing me with XYZ Systems. It was extremely interesting and I can see the terrific opportunity for XYZ in the near and far future, both in technology advancements and generating and managing increased sales.

Next I would like to summarize my understanding of the situation as presented to me during our discussions. XYZ is expecting rapid growth in order procurement and fulfillment and is presently staffed by talented and enthusiastic employees who manage multiple tasks. For example, the Project Managers prepare proposals, specifications, quotations, order entry and finally, the management of projects up to installed completion. The outside sales team has been reorganized and enhanced but there remains a critical requirement to bring structure and organization to the inside sales team. This is where I feel I could best contribute to the growth and future success of XYZ.

I have extensive project management skills as well as experience in the following areas: supervision of employees; process evaluation, improvement and documentation; business analysis and reporting; and effectively interacting and communicating with management, other department personnel and key individuals in the cog manufacturing industry.

As I mentioned during the discussion with yourself and President's name, the area I enjoyed most during my tenure with Company A was in the role as project management supervisor. It is for these reasons that I would like to submit a proposal for the position of Inside Sales Manager. While I do understand this will be an evolving position, initially concerned more with hands-on project management duties, I feel it would also be beneficial to establish a hierarchy and single point of responsibility for the department. On the following page you will find an outline of the role and responsibilities I feel would be applicable to this position.

Title: Inside Sales Manager

Department: Sales

Reports To: Director of Sales and Business Development

Position Summary: Reporting directly to the Director of Sales and Business Development, the Inside Sales Manager directs the company's customer service program and is responsible for all activities related to customer support and field service. Also responsible for implementing and maintaining department standards while ensuring that customers and the outside sales force receive the best support and sales service possible. Reviews existing policies and procedures, makes recommendations and upon approval, implements and maintains the improvements.

Immediate Requirements

- Manage and facilitate key corporate accounts and projects as required or as assigned by the Director of Sales and Business Development
- Develop competitive strategies for proposals, specifications, quotations and negotiations of major contracts
- Perform initial evaluation of the sales department's current procedures and policies, recommend organizational improvements and implement changes as directed
- Document procedures and guidelines/policies for all tasks and responsibilities in the department
- Provide technical support to staff, agency representatives and area managers as required
- Actively participate in the front-end order processing functionality for the upcoming ERP changeover, including initial discussions, set-up and testing, department training and final implementation and troubleshooting

Evolving Requirements

- Administer, monitor, and report all inside sales customer service activity including reports on quotation activity and hit rates, order entry revenue inflow, backlog positioning and updates on projects that are in progress
- Ensure project submittals and manufacturing drawings and databases are maintained and updated as required
- Facilitate/resolve resource conflicts by balancing workloads and developing relationships with other department personnel to foster cooperation and sharing of resources.
- Manage, motivate, train and recruit staff
- Recommend modifications for product and service improvements based on field support information

- Direct and assists in the investigation of prolonged customer or agency dissatisfaction and provide updates to the Area Managers as required.
- Ensure order backlog is properly managed, including supplier lead times, production requirements and customer needs and expectations
- Backfill for inside sales personnel as required
- Perform other duties as assigned by the Director of Sales and Business Development

Should we agree to form a partnership together, a few of the initial steps I would immediately proceed with would be to manage projects and prepare quotations and proposals as assigned, bring a structure to the inside sales team, develop documentation protocol for projects and provide leadership and guidance to the inside sales team that would enable proper focus to achieve the corporate goals and ensure complete customer satisfaction.

I hope this proposal will act as a good starting point towards realizing the proper fit in order to meet XYZ's requirements. Please do not hesitate to call or email me if you need any clarification or have some questions. I look forward to meeting with you again tomorrow.

Sincerely,

Your Signature and name here