Date:

To: Recipient’s name

From: Sender’s name

**Subject: critical position justification letter**

Respected Sir,

I am supervising the sales department and receiving many complaints from various customers because our salespersons are unable to communicate with all of them. They are not taking 10% of the total calls they receive every day. This is affecting the performance of the salespersons and also affecting the sales of the company. Incensed customers are leaving the company because they are not being heard.

When I tried to resolve this problem, the first thing I noticed was a problem with call distribution. If not all, most of the calls reach one person and the remaining salespersons remain idle and keep waiting for calls. Considering this, I believe that the company needs a new position of receptionist whose job will be to evenly distribute the calls among various representatives.

Having a new position of receptionist in the company will be very beneficial for the company. There will be no missed calls, and everyone will be able to work to their full potential.

I hope that you have understood the problem and you will immediately consider my proposal and take the necessary steps. In case you need further information, contact me.

Regards,

Signatures of the sender

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