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14 August 2026

Ms N. Jacobs
Programme Coordinator
Kopanong Logistics Services
Pretoria

Subject: Application for Operations Administration Internship (Ref: OAI-08/26)

Dear Ms Jacobs,

I am applying for the Operations Administration Internship advertised on your company careers page. I recently completed my Diploma in Logistics at Tshwane University of Technology. I am eager to start my career in operations support, where I can apply my administration, Excel and customer communication skills while learning from your distribution and transport team.

What I can contribute to this internship:

- **Accurate admin and documentation:** In my Work Integrated Learning module, I captured delivery notes and updated a dispatch register for a simulated warehouse flow. I kept a clean audit trail and corrected errors by cross-checking proof of delivery (POD) slips against pick lists.
- **Excel and reporting:** I built a basic weekly tracker in Excel (filters, conditional formatting and simple pivot tables) to monitor late deliveries for a group project. This helped the team identify repeat problem routes and present solutions clearly.
- **Service and communication:** Through part-time retail work, I learned to handle customer queries calmly, escalate issues when needed and keep colleagues informed. I can use these skills when coordinating between drivers, clients and the warehouse.

I am particularly interested in Kopanong Logistics Services because your internship focuses on learning across the full operations cycle, from receiving to dispatch, rather than only one task area. I am available to start from 1 September 2026 and can commit full-time for the duration of the programme. I am based in Pretoria and can commute to your site.

Please find attached my CV, academic record and ID copy. I would welcome the opportunity to discuss how I can support your team and grow into a reliable operations professional. Thank you for your consideration.

Kind regards,
Thando Mokoena
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