**RECOMMENDATION LETTER FOR AN EMPLOYEE**

Date:

Regional Manager

Dear Mr. Kobalski

It is my distinct pleasure to recommend Carolyn for the position of customer service agent within your reputable and distinguished company. As her direct supervisor, I have been able to observe her exceptional communication skills, her work ethic, and her adaptability first hand, allowing me to use her as an example to the rest of my customer support team on how to provide our clients with the best support possible. I could not be more confident in my prediction that she would be a valuable asset to any company who has the privilege of hiring her. Allow me to explain.

Carolyn is known around the office as a powerhouse simply due to her consistency and unflappability. She provides the same amount of care to our callers at the beginning of the day as she does at the end, often going above and beyond what is expected of her to ensure that our clients’ needs are met by the time they hang up the phone. There’s a particular example that comes to mind in which I found her, working 45 minutes overtime, ensuring that a particularly arduous customer received thorough instruction changing the ink of their printer (we’re an antivirus software distributor).

Carolyn’s charisma and compassion stretch beyond the realm of customer service, making her a valuable team leader and a pleasure to work with. In our weekly team meetings, she is kind and considerate when others voice their concerns, and she’s an expert at providing constructive criticism so the newer employees have the opportunity to elevate their quality of service. This gentle leadership was illustrated when a new recruit received a complaint from an irritated caller. Carolyn listened back to the recorded conversation and rather than demonizing the employee for losing their temper, she gave tips on how to remain patient despite the hostility of the individual on the other end of the line.

Arguably the most impressive quality Carolyn possesses is her innate ability to adjust to new circumstances. Her adaptability was exemplified when we introduced an online chat feature on our website, a development which demanded the ability to multitask at a high-level from all of our customer service agents. Not only did she integrate this new platform into her workload, she received seven rave reviews from satisfied customers within the first two days of launching our chat feature. To be clear, it is rare that a single employee receives more than two over the course of a few weeks.

In conclusion, I would like to express that I am certain Carolyn would make an invaluable addition to your staff. Her ability to adjust to new circumstances, quietly lead by example, and improve upon any work environment she enters makes her an ideal candidate for a customer service position of any kind. Although we are disappointed to see her leave our company, we trust that our loss is truly your gain. Thank you very much for your time. Feel free to call the below number during normal business hours or email me at the posted email address if you have any questions at all.

Sincerely,

Alan Cornwall