**Employee Recognition Letter**

Helen Scott  
123 Main Street  
Anytown, CA 12345  
555-555-5555  
helen.scott@email.com

September 1, 20XX

Kate Jones  
Acme Office Supplies  
123 Business Rd.  
Business City, NY 54321

Dear Kate,

Thank you so much for going the extra mile with difficult customers. Twice in the past week other people have come to me and whispered about how adept you are at de-escalating a difficult situation.

This is an incredibly valuable skill. Customers sometimes have unreasonable demands and making them happy while still following company policy means continued profitability for us.

We appreciate the effort that you make to maintain a positive attitude even when faced with a challenging situation. Please keep up the good work.

Thanks,

Helen