

[Your Company Letterhead]

[Date]

[Employee's Name]

[Employee's Job Title]

[Employee's Address]

[City, State, Zip Code]

Dear [Employee's Name],

Subject: Warning Letter for Poor Customer Service

We are writing to formally address concerns regarding your performance related to customer service at [Company Name]. It has come to our attention that there have been multiple instances of poor customer service, specifically:

1. [Specific incident detail #1]
2. [Specific incident detail #2]
3. [Specific incident detail #3]

Such behavior is not in line with our company values and standards of customer service excellence. It is crucial that all employees demonstrate a commitment to providing a positive experience for our customers.

As a result, we are issuing this warning to highlight the seriousness of the issue. You are expected to improve your performance immediately. We recommend the following steps to assist you:

- [Step #1: Training, support, etc.]
- [Step #2: Regular check-ins, feedback sessions, etc.]

Please be aware that further incidents of poor customer service may lead to additional disciplinary action, up to and including termination of employment.

We value your contributions to our team and hope you will take this opportunity to rectify the situation.

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]

[Contact Information]

Cc: [HR Representative's Name]

[HR Department]