

Letter of Recommendation Sample 12092014.txt

Sample Letter of Recommendation

[Date]

Re: Recommendation for Mr. Wesley Smith

Dear Hiring Manager:

I was initially impressed with Wesley Smith's enthusiasm, communication skills and professional demeanor when I hired him four years ago as a customer service rep within Quick Marketing Inc.'s call center. During the two years Wesley reported to me (I have since moved on to a different department), he consistently demonstrated all of these qualities and more, and I heartily endorse him for any customer service position.

Wesley is reliable, dedicated and eternally upbeat. His ability to calm angry or frustrated customers is unparalleled, and it is because of her excellence in this area that I repeatedly asked him to mentor new employees in the call center.

Wesley multitasks effectively and is able to handle a high-volume workload. He consistently met or surpassed all weekly call center metrics (including customer satisfaction, call volume and response time), and his daily written reports were accurate and thorough.

Of particular value to me as a former call center manager was Wesley's team player mind-set, enthusiastic embrace of change, ability to work with minimal supervision and unwavering commitment to exceeding customer expectations. I regularly received unsolicited praise from customers commending Wesley's outstanding level of service, professionalism and follow-through.

Organized and diligent, Wesley quickly learned technology systems and software that were unfamiliar to him when he first started with Quick Marketing, and he also attended optional professional-development seminars offered through the company. He is pursuing an associate's degree in business through evening classes at Preston Community College.

Wesley is a hardworking, top-performing customer service professional. He has my highest recommendation, and I am happy to furnish more details if you would like additional information.

Sincerely,

Charles Masen  
Field Service Manager (former Call Center Manager)  
Quick Marketing Inc.  
(555) 555-5555

More Info about this subject at <http://www.lettersofrecommendation.net/>