

[Date]

[Recipient Name]
[Recipient Job Title]
[Company Name]
[Address]

Subject: Employment Reference Verification - [Candidate Name]

Dear [Recipient Name],

I am writing to verify the previous employment of [Candidate Name], who has applied for the position of Customer Experience Specialist at [Your Company Name]. The candidate has listed you as a professional reference.

We would appreciate your insights regarding the following areas:

- Confirmation of employment dates and job title.
- Their ability to handle complex customer inquiries and conflict resolution.
- Their proficiency in using CRM software and support tools.
- Their communication skills and empathy when interacting with clients.
- Their general reliability and ability to work within a team.

Would you recommend [Candidate Name] for a high-level customer experience role? Also, are they eligible for rehire at your organization?

If you prefer to discuss this over the phone, please let me know a convenient time to call you, or you can reach me directly at [Your Phone Number].

Thank you for your time and assistance.

Sincerely,

[Your Name]
[Your Title]
[Your Company Name]