

Subject: Employment Reference Request - [Candidate Name]

Dear [Recipient Name],

Our company, [Your Company Name], is currently considering [Candidate Name] for the position of Customer Service Representative. They have provided your name as a professional reference.

We would appreciate your candid feedback regarding the candidate's performance during their time at [Recipient's Company Name]. Specifically, we are interested in their performance in the following areas:

- Communication skills and telephone etiquette.
- Ability to resolve customer complaints and handle difficult situations.
- Technical proficiency with CRM software and ticketing systems.
- Punctuality and reliability.
- Ability to work effectively within a team.

Could you also confirm the candidate's job title, dates of employment, and their reason for leaving? Finally, would you recommend them for a customer-facing role?

We understand your time is valuable. If you prefer to discuss this over the phone, please let me know a convenient time to call you.

Thank you for your assistance.

Best regards,

[Your Name]

[Your Job Title]

[Your Company Name]

[Your Phone Number]

[Your Email Address]