

Dear [Reference Name],

[Candidate Name] has applied for the position of [Job Title] at [Company Name] and has provided your name as a professional reference.

As this role is within our hospitality and customer service department, we would appreciate your feedback on the following areas:

- The candidate's dates of employment and job title.
- Their ability to handle high-pressure environments and busy shifts.
- The quality of their interpersonal and communication skills with guests.
- Their reliability, punctuality, and professionalism.
- Their ability to work effectively as part of a team.

Would you recommend this candidate for a customer-facing role? Are there any specific strengths or areas for improvement we should be aware of?

Your comments will be kept confidential. Please feel free to reply to this email or contact me at [Phone Number] if you prefer to discuss this over the phone.

Thank you for your time and assistance.

Best regards,

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