

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

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

Subject: Professional Reference Request - [Candidate Name]

Dear [Recipient Name],

I am writing to request a professional reference for [Candidate Name], who is currently a candidate for a Customer Service position at [Your Company Name]. [Candidate Name] indicated that they previously worked with you at [Previous Company Name] as a [Candidate's Previous Job Title].

We would appreciate your candid feedback on the following areas:

- The nature and duration of your professional relationship.
- Their ability to handle difficult customers and resolve conflicts.
- Their communication skills and professionalism.
- Their reliability and punctuality.
- Would you rehire this individual?

Your insights will remain confidential and will be used solely for the purpose of evaluating this candidacy. If you prefer to provide this information over the phone, please let me know a convenient time to call you.

Thank you for your time and assistance.

Sincerely,

[Your Signature]
[Your Printed Name]
[Your Email Address]
[Your Phone Number]