

[Current Date]

[Recipient Name]

[Recipient Title]

[Company Name]

[Address Line 1]

[Address Line 2]

RE: Customer Service Skills Verification for [Candidate Full Name]

To Whom It May Concern,

This letter serves to formally verify the customer service skills and professional competency of **[Candidate Full Name]**. As a registered candidate with [Recruitment Agency Name], the individual has undergone our standard screening and skills assessment process.

Based on our evaluation, [Candidate Full Name] has demonstrated proficiency in the following areas:

- Verbal and Written Communication
- Conflict Resolution and De-escalation
- Problem-Solving and Critical Thinking
- CRM Software Proficiency
- Active Listening and Empathy

Our assessment confirms that the candidate possesses the necessary interpersonal skills to represent your organization effectively and maintain high levels of client satisfaction. Their previous work history further supports their ability to handle high-volume inquiries and complex service issues.

Should you require further details regarding the specific assessment scores or professional references for this candidate, please feel free to contact our office directly at [Phone Number] or via email at [Email Address].

Sincerely,

[Your Name]

[Your Job Title]

[Recruitment Agency Name]