

[Date]

[Candidate First Name] [Candidate Last Name]

[Candidate Address]

[City, State, Zip Code]

Dear [Candidate Name],

We are pleased to offer you the position of **Customer Service Representative** at [Company Name] on a contract-to-hire basis. This role is facilitated through [Staffing Agency Name, if applicable].

Position Details:

- **Start Date:** [Date]
- **Contract Period:** [Number of months, e.g., 3 or 6 months]
- **Hourly Rate:** \$[Amount] per hour
- **Schedule:** [Days of week], [Hours, e.g., 9:00 AM to 5:00 PM]
- **Reporting Manager:** [Manager Name/Title]

Contract-to-Hire Terms:

During the initial contract period, you will be an employee of [Staffing Agency/Company Name]. This period serves as an opportunity for both you and [Company Name] to evaluate the fit for a permanent role. Upon successful completion of the contract period and based on performance, you will be eligible for consideration for a full-time, permanent position with [Company Name].

Responsibilities:

In this role, you will be responsible for handling customer inquiries, resolving complaints, processing orders, and maintaining high levels of customer satisfaction via phone, email, and chat.

Next Steps:

To accept this offer, please sign and return this letter by [Expiration Date]. Following your acceptance, you will receive onboarding instructions and details regarding your first day.

We look forward to having you join our customer service team.

Sincerely,

[Sender Name]

[Sender Title]

[Company Name]

Acceptance:

I, [Candidate Name], accept the contract-to-hire offer for the Customer Service Representative position.

Signature: _____ Date: _____