**RECOMMENDATION LETTER**

Kathy Rosenstein

Director of Customer Support

Glossy Glasses Co. 1 Clients Way

Anywhere, USA

Dear Ms. Rosenstein,

It’s my great pleasure to recommend Jill Harrison for the position of customer support representative with Glossy Glasses Co. Jill has worked as a customer support representative for our company for the past two years. As her direct supervisor, I’ve been incredibly impressed with her warmth, personability, and commitment to our customers.

Jill is a true people person who loves speaking with customers and resolving their questions and concerns. She truly embodies our mission to put the customer first and help solve issues in any way we can.

Positive reviews have flooded in from customers that have spoken with Jill about the customer service they received, with most recommending her for our top monthly incentive prize of an Amazon gift card (satisfied customers can also choose a free coffee or lunch).

Along with providing excellent support to our customers and helping build long-term relationships with our client base, Jill has been proactive about improving our team processes. She volunteered to outline our procedures and answers to common questions, creating documents that are a great help to our current team members and will be extremely useful when onboarding new hires.

Jill stands out for her kindness, commitment, and initiative, and I’m completely confident she will surpass all expectations when joining your customer service team.

Very best,

Elizabeth Ward

Director of Customer Service

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