

[Date]

[Employee Name]

[Employee ID]

[Department]

Dear [Employee Name],

Congratulations! It is a pleasure to inform you that you have been awarded a Customer Service Excellence Spot Bonus in the amount of \$[Amount].

This bonus is being awarded to you in recognition of your outstanding performance regarding [Specific Incident or Project]. Your commitment to providing exceptional service and your ability to [mention specific skill, e.g., resolve a complex issue/go above and beyond for a client] has made a significant impact on our team and our customers.

We truly value your dedication and the high standards you set for customer interaction. This payment will be included in your paycheck on [Pay Date], subject to applicable tax withholdings.

Thank you for your hard work and for representing [Company Name] so well. Keep up the excellent work!

Best regards,

[Manager Name]

[Title]

[Company Name]