

[Date]

[Employee Name]

[Employee ID]

[Department]

Dear [Employee Name],

Congratulations! We are pleased to inform you that you have been awarded the Customer Service Excellence Bonus for the [First/Second/Third/Fourth] quarter of [Year].

This bonus is a recognition of your outstanding performance and dedication to providing exceptional service to our clients. Based on our quarterly metrics, you have met or exceeded the following criteria:

- Customer Satisfaction Scores: [Score/Percentage]
- Resolution Rate: [Percentage]
- Peer/Manager Nominations: [Details]

As a result of your hard work, you will receive a gross bonus payment of \$[Amount]. This amount will be included in your next paycheck on [Pay Date], subject to applicable taxes and withholdings.

Your commitment to excellence plays a vital role in our company's success. Thank you for your continued efforts and for setting a high standard for the entire team.

Best regards,

[Signature]

[Manager Name]

[Title]