

[Date]

[Employee Name]

[Employee ID]

[Department]

Dear [Employee Name],

It is with great pleasure that I present you with this Spot Bonus in the amount of \$[Amount] for your outstanding commitment to customer service excellence.

Specifically, your recent actions regarding [Description of specific customer interaction or project] have not gone unnoticed. You demonstrated exceptional professionalism, empathy, and problem-solving skills, resulting in a highly positive outcome for our customer and our company.

This award is a token of our appreciation for your hard work and for setting a high standard for the rest of the team. Thank you for your dedication to providing a superior customer experience.

Please find the bonus included in your [Month/Date] paycheck.

Sincerely,

[Manager Signature]

[Manager Name]

[Title]