

Date: [Insert Date]

To: [Employee Name]

From: [Manager Name/HR Department]

Subject: First Written Warning: Unprofessional Client Communication

Dear [Employee Name],

This letter serves as a formal written warning regarding your professional conduct, specifically concerning your communication with our clients. It has come to our attention that on [Date of Incident], your interaction with [Client Name/Organization] did not meet the standards of professionalism expected by [Company Name].

Description of Issue:

[Provide a brief, factual description of the unprofessional communication, e.g., use of inappropriate tone, failure to follow email protocols, or use of offensive language].

Previous Discussions:

This matter was previously discussed with you during our meeting on [Date of Verbal Warning/Coaching Session]. Despite this, the required improvements have not been consistently maintained.

Expectations:

Moving forward, you are required to:

- Maintain a polite, respectful, and professional tone in all verbal and written client interactions.
- Adhere to the company's Communication Policy and Brand Voice guidelines.
- Ensure all client queries are addressed accurately and within the designated timeframe.

Next Steps:

Failure to improve your communication standards or any further instances of unprofessional behavior may result in additional disciplinary action, up to and including termination of employment.

Please sign below to acknowledge that you have received and understood this warning.

Employee Signature

Date

Sincerely,

[Manager Name]
[Title]