

Date: [Insert Date]

To: [Employee Name]

Employee ID: [Insert ID]

Position: [Insert Job Title]

Subject: SECOND WARNING LETTER FOR NEGLIGENT CLIENT SERVICE DELIVERY

Dear [Employee Name],

This letter serves as a formal second warning regarding your continued failure to meet the company's standards for client service delivery. Despite the initial warning issued on [Date of First Warning] and subsequent discussions, your performance in this area remains unsatisfactory.

Specifically, the following instances of negligence have been observed:

- [Insert specific incident or client complaint date]
- [Insert details of missed deadlines or poor communication]
- [Insert failure to follow established service protocols]

Your failure to provide professional and diligent service negatively impacts our client relationships and the reputation of [Company Name]. We expect all employees to handle client interactions with the highest level of care and accuracy.

Required Improvements:

You are required to immediately improve your service delivery by [Insert specific action, e.g., responding to emails within 2 hours / completing reports with 100% accuracy]. We will continue to monitor your performance closely over the next [Number] days.

Please be advised that failure to show immediate and sustained improvement will lead to further disciplinary action, which may include a final warning or termination of employment.

Please sign below to acknowledge receipt of this letter.

Sincerely,

[Your Name]

[Your Title]

[Company Name]

Employee Acknowledgment:

I acknowledge that I have received this warning letter and understand the contents herein.

Signature: _____ Date: _____