

**To:** [Employee Name]

**From:** [Manager Name/HR Department]

**Date:** [Date]

**Subject:** Formal Written Warning: Inappropriate Customer-Facing Language

Dear [Employee Name],

This letter serves as a formal written warning regarding your professional conduct. It has been brought to our attention that on [Date], you used language that was inappropriate and unprofessional while interacting with a customer.

**Description of Incident:**

[Provide a brief, factual description of what was said and the context of the situation.]

**Policy Violation:**

Your conduct on this occasion is in direct violation of [Company Name]'s Employee Code of Conduct and our Customer Service Standards, which require all staff to maintain a respectful and professional demeanor at all times.

**Required Improvement:**

Immediate and sustained improvement in your communication style is required. You are expected to:

- Use professional and polite language in all customer interactions.
- Remain calm and respectful, even when dealing with difficult customers.
- Adhere strictly to the company's communication policies.

**Consequences:**

Failure to correct this behavior or any further instances of inappropriate language will lead to additional disciplinary action, up to and including termination of employment.

Please sign below to acknowledge that you have received this warning and that we have discussed the expectations moving forward.

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_