MEMORANDUM

TO: [Employee Name]
FROM: [Supervisor Name]
DATE: [Current Date]
SUBJECT: Coaching Memorandum: Customer Service Standards

1. PURPOSE

The purpose of this memorandum is to formally document our coaching session regarding your recent performance in relation to the company's customer service standards. This is intended to provide clear guidance and support to help you meet the expectations of your role.

2. AREAS FOR IMPROVEMENT

During our discussion, we identified the following areas where service standards were not met:

- [Specific Incident or Behavior 1]
- [Specific Incident or Behavior 2]
- [Specific Incident or Behavior 3]

3. EXPECTATIONS

Moving forward, you are expected to demonstrate the following behaviors consistently:

- Maintain a professional and helpful tone with all customers.
- Adhere to the established response time protocols.
- Follow the approved troubleshooting and escalation procedures.

4. ACTION PLAN & SUPPORT

To assist in your improvement, the following steps will be taken:

- [Training/Mentoring Step 1]
- [Follow-up Meeting Date]

5. CONCLUSION

I am confident that with focus and adherence to these standards, your performance will improve. Please note that failure to sustain the required service levels may result in further formal disciplinary action.

Please sign below to acknowledge that we have discussed this memorandum.

_____

Employee Signature

_____

Supervisor Signature