MEMORANDUM

TO: [Employee Name]
FROM: [Manager Name]
DATE: [Date]
SUBJECT: Formal Coaching: Inappropriate Client Communication

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1. Purpose of Memorandum

This memorandum serves as formal coaching regarding the professional standards expected when communicating with clients. This follows our discussion on [Date] regarding the interaction that occurred with [Client Name/Company] on [Date of Incident].

2. Description of Incident

It has been brought to management's attention that your recent communication was inconsistent with company standards. Specifically: [Detail the specific email, phone call, or meeting behavior that was inappropriate].

3. Policy and Expectations

Per the [Company Name] Code of Conduct, all employees are expected to maintain a professional, respectful, and helpful tone in all client interactions. Inappropriate language, unprofessional tone, or lack of decorum undermines our business relationships and reputation.

4. Required Improvements

Effective immediately, you are expected to:

- Maintain a professional and courteous tone in all written and verbal client correspondence.
- Adhere to the company communication templates and brand voice.
- Seek supervisor review for sensitive client responses before sending them.
- [Optional: Complete the "Professional Communication" training module by Date].

5. Follow-Up

We will meet again on [Follow-up Date] to review your progress. Please be advised that failure to improve client communication or further instances of unprofessional behavior may result in formal disciplinary action.

6. Acknowledgment

Your signature below acknowledges that we have discussed this matter and you understand the expectations moving forward.

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Employee Signature

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Supervisor Signature