

Date: [Insert Date]

To: [Employee Name]

From: [Manager Name]

Subject: Written Warning for Failure to Meet Customer Satisfaction Metrics

Dear [Employee Name],

This letter serves as a formal written warning regarding your performance in relation to the company's Customer Satisfaction (CSAT) requirements. As discussed in previous meetings, maintaining a high standard of service is a core expectation of your role.

Performance Deficiency:

For the period of [Start Date] to [End Date], your performance metrics were as follows:

- Current CSAT/NPS Score: [Employee's Score]
- Required Minimum Score: [Target Score]
- Identified Issues: [e.g., negative feedback trends, failure to follow service protocols]

Previous Discussions:

This matter was previously addressed on [Date of Verbal Warning/Coaching Session]. Despite these efforts, the required improvements have not been sustained.

Expectations and Performance Improvement Plan:

Effective immediately, you are required to:

- Achieve a minimum customer satisfaction rating of [Target] by [Date].
- Attend mandatory retraining sessions on [Topic] scheduled for [Date].
- Participate in weekly performance reviews with your supervisor.

Consequences:

Failure to meet and maintain the required performance standards may result in further disciplinary action, up to and including termination of employment.

Please sign below to acknowledge that you have received a copy of this warning and that we have discussed the contents.

Employee Signature: _____

Date: _____

Manager Signature: _____

Date: _____