

[Your Name]
[Your Job Title]
[Your Company Name]
[Date]

[Recipient Name]
[Recipient Job Title]
[Recipient Company Name]

Subject: Recommendation for [Candidate Name] - Customer Service Leadership Transition

Dear [Recipient Name],

I am writing to formally recommend [Candidate Name] for a leadership position within your organization. Having worked closely with [him/her/them] during a significant leadership transition at [Current/Former Company], I have witnessed firsthand [his/her/their] ability to maintain and elevate customer service excellence during periods of change.

During the transition, [Candidate Name] took charge of the customer service department with a focus on stability and performance. [He/She/They] implemented new protocols that reduced response times by [Percentage]% and increased customer satisfaction scores significantly. Even amidst shifting internal structures, [Candidate Name] ensured that the team remained motivated and that the quality of service never wavered.

Key strengths [Candidate Name] demonstrated include:

- Strategic problem-solving during organizational shifts.
- Exceptional empathy and communication with both clients and staff.
- The ability to mentor team members through professional uncertainty.
- Consistent delivery of high-tier service metrics under pressure.

[Candidate Name] is a resilient leader who understands that customer loyalty is built on consistency. I am confident that [he/she/they] will be a valuable asset to your team and will continue to drive service excellence in any environment.

Please feel free to contact me at [Phone Number] or [Email Address] if you require any further information.

Sincerely,

[Signature]

[Your Printed Name]