



I'm not robot



Open



Type your letter here!

Your Address: City, State, Zip 315-555-1234,
www.wordexceltemplates.com email@yourip.com

Name and address of employee to whom warning is being given

Date:
Subject: Warning letter

Dear Ms/Mr _____ We have given repeated verbal warnings to you regarding coming late to office every other day. The management has noticed that no heed has been paid to those warnings. So we are writing this warning letter to you. You are requested to strictly start following the office timings with immediate effect failing which we will be compelled to start deducting a day

salary for every day that you come late to work. Please sign a copy of this letter in acknowledgement of receipt of this letter. Hope to see you complying with the company rules. Best regards, (Name of signing authority) Please note that coming late to work affects not only your work it affects the entire process you are involved in. You are hereby advised to be punctual to work.

MARK SMITH JOB TITLE



PROFILE

Write a short brief introduction of just a few paragraphs explaining exactly who you are, your strengths and also why you feel you are such a suitable candidate. Try to write it in the third person. Here is a good example, "A champion of best practise who is organised and also has the required level of specialist communication skills needed to make every customer feel special."

CONTACT

123 Vyse Street, Birmingham B18
0121 638 0026
info@dayjob.com
Facebook.com/name
LinkedIn.com/name

REFERENCES

Name Referee name
Position Job title
Company name Dayjob.com
Address 123 Vyse Street Birmingham B18 6NF
Phone 0121 638 0026
Email info@dayjob.com
Give a brief description of your relationship with the person. Try to list handpicked individuals who will say complimentary things about you.

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MARK ROBINSON JOB TITLE

CONTACT ME

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CAREER

Company name 2016 – Present
JOB TITLE – Location
In a short statement of no more than a few sentences describe your role in the company and outline your key and main responsibilities. Give a brief outline of your job role and also any other important duties.
A sentence describing your duties, keep them relevant to the job.
A sentence describing your duties, keep them relevant to the job.
A sentence describing your duties, keep them relevant to the job.

Company name 2015 – 2016
JOB TITLE – Location
In a short statement of no more than a few sentences describe your role in the company and outline your key and main responsibilities. Give a brief outline of your job role and also any other important duties.
A sentence describing your duties, keep them relevant to the job.
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Company name 2014 – 2015
JOB TITLE – Location
In a short statement of no more than a few sentences describe your role in the company and outline your key and main responsibilities. Give a brief outline of your job role and also any other important duties.
A sentence describing your duties, keep them relevant to the job.
A sentence describing your duties, keep them relevant to the job.

Company name 2013 – 2014
JOB TITLE – Location
In a short statement of no more than a few sentences describe your role in the company and outline your key and main responsibilities. Give a brief outline of your job role and also any other important duties.

Company name 2012 – 2013
JOB TITLE – Location
In a short statement of no more than a sentence, describe your role in the company and outline your key and main responsibilities.

Birth Plan



Mother:

Father:

Approved Attendant(s):

Labor

- Father will make any medical decisions if Mother is unable.
- Move freely during labor.
- Intermittent or Wireless Fetal Monitoring
- Allow water to break naturally.
- Decide whether to use pain medication as labor progresses (Hold off on epidural as long as possible, but would like epidural before birth).
- Use birthing tools like baths, alternative positioning, hot/cold therapy, etc. if possible.
- Food and water instead of IV; if IV required, hep lock requested.
- Quiet/Solitary room to labor in.
- Wear own clothing.
- Please keep room door closed for labor and delivery at all times.
- Please, no urinary catheter, enema, or shaving of pubic area unless asked for (Reminder to empty bladder before delivery is fine).

Estimated Due Date:

Birth/ Delivery

- Allow amniotic sac to rupture naturally.
- No episiotomy.
- No use of forceps or vacuum, unless medically required.

Post Birth

For Mom:

- Allow natural placenta birthing.
- Meet with lactation consultant.
- Local anesthetic requested for any stitches needed.
- Delay Pitocin after delivery unless there is heavy bleeding, or no Pitocin administered at all post birth.

For Baby:

- Hold baby skin-to-skin immediately.
- Delayed cord clamping (DCC), by 2-5 minutes if medically possible.
- Father to cut umbilical cord.
- Delay newborn procedures (bathing, Vitamin K/Hep B shots, eye ointment, APGAR, temp., prints, etc.) for at least 1 hour to feed and bond with baby.
- Allow vernix to absorb into baby's skin, or be rubbed in.
- All procedures/medications must be explained to parents before administration.
- Requested that baby be evaluated and measured in mother's presence; delay weight for at least 1 hour. Keep skin-to-skin for all procedures possible.
- If baby needs to be taken for medical treatment, Father will accompany.
- Parents must be consulted before baby is offered bottle or pacifier; intent is to exclusively breastfeed.
- Father to be present for first bathing (if not done in room with both parents).
- Requested 'room in' method; baby with mother 24 hours a day.

Please feel free to reply to this email or call my direct line with any additional questions you might have. The Customer Had a Bad Experience in Store A rude or unhelpful associate, merchandise in complete disarray, endless checkout lines—a lot can go wrong in store. Sincerely, [Agent first name] [Email/direct phone] 5. If you have any questions in the meantime, feel free to contact me directly. How formal or informal should your email responses be? But that doesn't mean much to customers who need help or answers fast. Access even more email templates with our ebook, 10 Customer Service Email Templates Every Agent Needs. While we can no longer accept the item/issue a product exchange, I can offer you a partial credit in the amount of \$xx.xx. If it's marked as delivered, ask the customer to confirm the address. Sincerely, [Agent first name] [Email/direct phone] 2. Also, I've made our corporate customer experience team aware of this issue so they can address any underlying problems and ensure our customers always have the right information. It also creates more work for the customer. Here is the section of our return policy that addresses your original question about electronic product returns. Sincerely, [Agent first name] [Email/direct phone] 3. Truly great customer service transcends any one channel. If an email isn't worded quite right, it can easily be misconstrued as cold, indifferent, or rude—and deal a fatal blow to the customer relationship. Please contact me directly if you experience any further problems on the site. In this case, we clearly fell short. As much as we rely on technology and training to provide customers with consistent, up-to-date information, we deeply regret when breakdowns like this occur. For more insight, you can read our full return & exchange policy on our website here: [link]. The agent's first order of business: track the customer's package. In the meantime, I will do everything I can to locate your package. The Customer Wants You to Make an Exception for Them We've all been there – you need to return an item for a refund or exchange, and it sits beside your front door collecting dust. Without the benefit of real-time give and take, agents who respond to angry emails are at a disadvantage. I understand your frustration. Here is a customer service email response sample for a customer who is getting conflicting answers. The Customer Received the Wrong Item(s) Opening an eagerly awaited package and finding the wrong item inside is irritating, to say the least. As you requested, I've updated your payment settings and alerted our website team to the problem you're having with your account management page. I'll follow up with you tomorrow to make sure you received the correct items. Here's a link to the coupon code, which you can print for in-store use: [link]. They can't get a feel for the customer, use tone of voice to bring the temperature down, or steer the conversation. Sincerely, [Agent first name] [Email/direct phone] Key to a Well-Received Email Response: Make It All About the Customer No matter what your customers are angry about, your agents can bring positive closure if they observe some basic rules in their email responses. Take responsibility – Make sure the customer knows you understand the issue and where the brand failed. Once again, [First name], I apologize for our failure to serve you well. We will do everything we can to make sure this doesn't happen again. Once again, [First name], I sincerely apologize for the inconvenience. "Dear [First name], I'm so sorry we mixed up your order. Empathy is so important here, as is a shared sense of urgency. We do have one small favor to ask. Hard as it may be to calm and satisfy an angry customer over the phone, it's much harder to do so by email. "Dear [First name], I'm so sorry for the delay in getting back to you. Sincerely, [Agent first name] [Email/direct phone] Looking for insight on how to respond to customer complaints? That depends on your brand's personality and customer base as well as the nature and tone of the complaint. "Dear [First name], I'm sorry you had such an unpleasant encounter with one of our associates earlier today. If not, just click this link, print the form, and attach it to the box. If you'd like to track the package, here's the link you can use: [link]. Once again, [First name], I apologize for the inconvenience. If an order isn't fulfilled in a timely way, it can spark a very angry response. As an agent, you have to be prepared for how to make things right by the customer, while still upholding necessary company policies. "Dear [First name], I'm so sorry for the confusion and frustration this has caused. When responding to angry emails, your agents will need to walk a very fine line. We will continue to do everything we can to speed up and improve our customer service delivery. Access our complete guide, 10 Customer Service Email Templates Every Agent Needs, to set them up for success. Here is a sample response to customer complaints when there was no response to the previous email. In a previous post, we offered up 10 tips for handling angry customer calls. Let the customer know you're there for them if needed. Close thoughtfully – Remind customers they are valued by the brand. The Customer Is Getting Conflicting Answers The website, store staff, and/or support reps aren't on the same page, so the customer feels confused, frustrated—even misled. [Screen capture] You can find our complete return policy here: [link]. In most cases, you'll want to play it straight. They'll need to be succinct, while conveying their commitment to righting the wrong and explaining how the problem will be solved. I've double checked your original order, and the correct items should arrive tomorrow via [carrier] (tracking number [#]). What would have been a fairly simple resolution is now a customer service failure. Maybe the package was left in a different location than they're used to, or was marked delivered but left on the truck – it happens. We'd also like to make it up to you by offering a [#]% discount on your next purchase in store or online. Please let me know if you would like to have this credit issued to your account. Please let me know how else I can help. Be the brand hero – Tell the customer in positive, specific terms what you've already done or what you intend to do. Just keep in mind that attempts to be clever could seem flippant to an angry customer. Answer questions directly and include helpful resources. Here are six of the most common customer complaints your customer service agents may receive during their day, along with some sample email responses to customer complaints that reflect the best practices of leading brands. 1. Sincerely, [Agent first name] [Email/direct phone] 6. 4. It's an organizational mindset that guides every employee from the C-suite executive to the contact center agent. Arm your agents with even more thoughtfully crafted templates. Thanks so much for letting us know. We try to make our customers' shopping experience easy and enjoyable, and we hold our stores to a very high standard. Here's an example of a way to respond to an angry customer who had a bad experience. Your feedback is valuable to us. Once again, [First name], I sincerely apologize for the inconvenience. Your email needed and deserved a timely response. There should be an adhesive prepaid return label inside the box. You can drop the box off at any [carrier] location (click here to find the one nearest you). I know how frustrating this must be. I've tracked the package via [carrier], and it's currently listed as "[status]." If you'd like to check on its progress, here's the link you can use: [link] Please contact me directly if your order hasn't arrived within [time frame]. A great email response to these customer complaints addresses both pain points. If a customer emails a complaint, the agent's response should include specific remedies, both at a high level and for the aggrieved customer. Here's a customer service email template for how to deal with customers asking to get around company policy. For inconveniencing you not once, but twice, we'd like to offer you a [#]% discount on your next purchase in store or online. "Dear [First name], I'm so sorry to hear that there were issues that prevented you from meeting the return window for [name of item]. Acknowledge the customer's feelings – Showing empathy helps to establish a connection and humanize the brand. There Was No Response to the Customer's Previous Email Heavy email volumes can wreak havoc on response times. I know a mistake like this can be very upsetting, especially at this time of year. When appropriate, offer the customer something of value. Could you please return the unwanted items within the next [#] days? They'll need to respond quickly, but in a way that projects warmth, concern, and a take-charge attitude. Unfortunately, company policy clearly states that all returns and exchanges must be made within a 30-day window after your items have been received. I've forwarded your complaint to the [location] store management team as well as our corporate customer experience team. When you finally remember to drop it off, you find out that you missed the allotted return window. The Order Didn't Arrive on Time Customers put their faith in promised delivery dates, and assume brands are savvy enough to 1) accurately predict tracking, and 2) update customers about anticipated delays. Once again, I apologize for any inconvenience this may have caused. The agent's job is to provide concrete information about policies, pricing, and/or product availability straight from the source and make clear the issue is being taken seriously. "Dear [First name], I'm so sorry your order hasn't arrived. If the package is still in transit, try something like this.

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