

Sample Business Reference Letter

May 15, 20--

To Whom It May Concern:

Justin Horter was a customer service employee in our store, The Factory Outlet, in the spring of 2000. During this time, he answered phones and was responsible for handling customer compliments and complaints.

Justin was a conscientious employee who performed his duties well. His attendance was excellent, and his attitude was one of cooperation with and respect for coworkers and customers.

In my opinion, Justin's work habits and personal characteristics will help him be successful in any career he chooses. I am pleased to recommend Justin for a customer service management position.

Sincerely,



Rich Edwards
Manager
The Factory Outlet