*Dear Employee Name,*

*Here at Acme Health Supplies Inc., we strive to celebrate greatness when we see it, and this week you’re in the spotlight! We received a phone call from Mrs. Smith regarding your exchange on Friday to set up her new home delivery service. She was thrilled with your helpful tips, attention to detail, and complimented your courteous tone. This moment of stellar customer service was also noticed in the office by a few of your coworkers, who shared words of praise for your customer service skills.*

*We’ve always believed in giving our customers our undivided attention and working with them until every aspect of their transaction has been explained and understood. You achieved those goals and went above and beyond by tending to Mrs. Smith’s extra questions with patience and grace. You’ve set a noteworthy example in our office and for that, we thank you!*

*We’re so appreciative of your natural talents with our clientele that we’d like to use your phone call as an example of successful customer service in our training program. And of course, no good deed should go unrewarded. Please enjoy lunch on us this week at your favorite cafe with this gift card. Once again, we appreciate your outstanding representation of Acme Health Supplies Inc. and feel honored to have you on our team.*

*Sincerely,*

*Your Supervisor*