# SAMPLE

# Letter of warning

Date

Name of Student Employee

Dear Student’s name,

As we discussed on \_\_\_\_\_\_\_, your overall work performance not satisfactory. On \_\_\_ occasions you have reported to work late and on \_\_\_\_ and \_\_\_\_\_ you were seen leaving early without permission. In addition I have received \_\_\_ complaints from customers serviced at your desk. They all reported that the manner in which you talked with them was abrupt and discourteous. I observed you interrupting them on several occasions and holding your hand in front of their face to stop them from talking. In the future give the customers every opportunity to communicate their concern completely and without interruption. Acknowledge their concern by summarizing what you heard followed by the action you could offer to resolve their situation.

The delivery of good customer service is a staple of this department and was an expectation that was discussed with you during the interview process. It was also brought to your attention when we talked on \_\_\_\_\_. I trust that bringing these concerns to your attention in a formal manner will help you understand the importance improvement in these areas. Knowing your work ethic and commitment to the organization I anticipate a positive response. However, if improvement does not occur, further disciplinary action up to and including dismissal will be taken. It is my sincere hope that we will be able to work constructively toward improvement.

Sincerely,

Kimberly A. Duby

Assistant Director, Scholarships & Student Employment

Office of Student Financial Aid Services