

Company Name  
Company Address  
City, State, ZIP

June 20, 2024

John Doe  
123 Main Street  
Springfield, State, ZIP

**Subject: Promotion to Senior Customer Service Representative**

Dear John,

We are pleased to inform you of your promotion to the position of Senior Customer Service Representative, effective July 1, 2024.

Your dedication and commitment to excellence have greatly contributed to the success of our customer service team. We appreciate your hard work, professionalism, and strong interpersonal skills.

As a Senior Customer Service Representative, your new responsibilities will include leading team initiatives, mentoring junior staff, and ensuring high-quality customer service standards. Further details regarding your new responsibilities and compensation package will be provided to you in a separate communication.

Please accept our heartfelt congratulations on this well-deserved promotion. We are confident that you will continue to excel in your new role.

Sincerely,

Jane Smith  
Customer Service Manager  
Company Name