

Easy-to-implement leadership tools for the results-focused leader



# Leadership Tools



leadership-tools.com

## Business Writing Template Tool

Courtesy of [www.Leadership-Tools.com](http://www.Leadership-Tools.com)

### Templates Included:

1. Apology Letter
2. Appreciation Letter
3. Complaint Letter
4. Collection Letter
5. Condolence Letter
6. Cover Letter
7. Donation Letter
8. Intent Letter (Job Offer)
9. Introduction Letter
10. Resignation Letter
11. Recommendation Letter
12. Termination Letter
13. Thank You Letter

**\* \* \* Apology Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

Thank you so much for the patience and understanding you've displayed during this most regrettable situation. For myself and on behalf of (Name of Organization), please accept my sincere apology for (Briefly Describe Error).

(Add sentence to inform customer what has been done to correct the error. If you plan on compensating the customer for the error, or providing a free gift as a token of your regret, mention this here as well.)

Let me assure you that we highly value your time and our business relationship. We will strive to ensure that this error is not repeated in the future.

(Inform the customer of any changes to policy or procedure that will help to ensure a similar error will not occur in the future. For instance, if you've had a special meeting to inform all employees about the issue, this would be a good thing to mention.)

Thank you again for your patience and understanding. We hope to have the opportunity to serve you again in the near future.

If you have any additional questions or wish to discuss this matter further, please don't hesitate to contact me on my direct line at (xxx-555-1212), or you may also email me at (joe@service.now).

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)

**\* \* \* Appreciation Letter Template \* \* \***  
(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

The purpose of this letter is to communicate my sincere appreciation for (name of employee).

On (date of service), I had an unfortunate experience. (briefly detail the problem).

However, without hesitation (name of employee) took direct ownership of the issue and assisted me to ensure the problem was resolved.

(Briefly explain your observations/experience and the circumstances in which you are most impressed). The extra effort put forth by (Name of employee) was most impressive.

It has been my experience that when employees provide quality customer service of the highest caliber, they tend to be employees that are quickly promoted to leadership positions and/or competing organizations seek to hire – so do take care of this employee as she is a true asset to your organization. I commend both (Mr./Ms. Employee last name) and your organization for the value you provide to my family and myself.

Based on the service I've received from (Mr./Ms. Employee last name), I will not hesitate to recommend your organization to all of my business associates.

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)

**\* \* \* Complaint Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

It is with great regret that I have to inform you of a service failure I experienced with your organization. I hope that once you have researched this issue, we can come to a mutual agreement about what needs to take place in order to resolve this issue.

On (date), I came into your (office, branch, outlet, etc) and I (purchased, rented, ordered, requested service, etc) for the purpose of (describe purpose briefly).

Unfortunately, my request was not processed correctly as a result of (explain the service or product failure). Frankly, this is unacceptable and I am disappointed that I now have to take additional time trying to resolve the problem. I am asking for your personal assistance for a quick resolution.

In an effort to assist you, I have enclosed copies of (Any supporting documentation; notes, receipts, invoices, etc.) (Offer any additional insight that might help management help you.) I would appreciate your (Suggest the action you feel is appropriate for full resolution. e.g. refund, service performed again, new product replacement, etc).

I am looking forward to hearing from you soon. However, please be advised that if I do not receive a satisfactory response to this request prior to (date), I will have no choice but to seek assistance from (various consumer advocate organizations. e.g. Better Business Bureau, Legal Advisor, Media, etc.) I do hope that won't be necessary.

Please feel free to contact me directly at my home phone (xxx-555-1212), via regular mail at above address or via email at (joe@service.now).

Sincerely,

(Sender Name) \*Always hand-sign your name above in blue ink.  
(Sender Title)

**\* \* \* Collection Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

We are pleased to know that you are now enjoying the benefits of the (name of service or product purchased) that you purchased on (date of purchase). However, it has been over (list number of days past due.. 30, 60, 90, etc.) days since your commitment to purchase and we have yet to receive the payment of (amount of purchase or payment), as mutually agreed upon at the point of sale.

As this notice is the (insert applicable number, first, second, third, etc.) notice that we have sent in efforts to contact you about this matter, we require your immediate response in order to avoid taking further actions to collect payment.

We do hope that additional steps won't be necessary, as legal and collection agency fees can quickly become quite costly for persons in default.

Perhaps there has just been some sort of oversight? By chance have you already sent payment and placed it in the mail to us?

If so, then there is no need to give this note further consideration. However, if payment is not currently in route, we urge you to contact us immediately at (xxx-555-1212).

As a final reminder, your total amount due to place your account back in good standing is (\$amount).

If you fail to make the above payment in full by (due date), your account will be forwarded to our collection agency and company legal advisors.

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)

**\* \* \* Condolence Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

We are so saddened to learn of the (death, accident, tragedy, etc.) of your (relationship of recipient... wife, husband, niece, etc.). (Acknowledge the positive attributes of the person in crisis. For example “He has always been such a positive force in this community and will be sorely missed.”)

Please do not hesitate to contact me if there is anything that I or (name of team or organization) can do to assist you as you and your family work through this most difficult time. It would truly be (my/our) honor to assist you and your family in your time of need.

(If applicable, offer financial assistance for costs associated with medical, funeral, fundraising, etc. For example.. “ABC Corp. has made a donation to the memorial fund at American National Bank to assist you and your family.”)

You are all in our thoughts and prayers and we ask that you please accept our heartfelt condolences.

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)

**\* \* \* Cover Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

I recently became aware of the job opening you have for a (name of job description), and I am excited about the possibility to discuss my unique qualifications with you. Based on the job description provided in your (name job resource.. online posting, newspaper advertisement, etc.), I am hopeful that I will be selected as a potential candidate for this challenging and important position.

Specifically, if you are seeking a highly engaged individual with:

- (Number of years) years of hands-on experience in (industry or field)?
- Current knowledge of (area of expertise)?
- Additional background in (other areas that support or compliment this field)?
- Leadership traits that include (list traits such as honesty, integrity, decisiveness, etc.)?
- A successful history of working well with other team members?
- An ongoing passion to learn, grow and to increase my knowledge and skill-set?

If so, then I believe we should talk. I have further detailed my work history and accomplishments on the enclosed resume for your review.

To further discuss my qualifications or to schedule an interview, please contact me at (xxx-555-1212). I can most easily be reached between the hours of (list hours). If you leave a voice message at any time, I will promptly return your call.

Thank you for your time and consideration. I look forward to speaking with you.

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)

**\* \* \* Donation Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

We are pleased to announce that the (name of charitable organization) is beginning our annual fundraising drive for the month of (month). You might recall that last year, as a result of your generosity and many others, we were able to raise over (\$amount) for the purpose of (purpose or cause).

This year we have established a goal of (\$amount), representing a year-over-year increase of (%increase). This is where you come in. Once again, we invite you to join our efforts by making a generous donation so that we might (explain benefit of dollars raised).

Last year you were kind enough to donate (\$amount) for (cause or benefit). A (%increase) equals (\$amount), should you choose to give at our suggested level. Obviously, any amount you can provide will be greatly appreciated.

As you determine your level of support, please keep in mind that those dollars are going directly to (destination of dollars donated) that (explain benefit to the community, how dollars are spent to assist those in need, etc.).

May we please count on your support again this year?

Please send your donation by (due date) to the following address/made payable to:

(Name of Charitable Organization)  
(Address)  
(City, State, Zip)

Feel free to contact me at (xxx-555-1212) if you have any questions. We thank you for your time and consideration and we very much appreciate your ongoing support.

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)



**\* \* \* Intent Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

We are pleased to confirm our offer of employment to you as (name of job position) at (name of hiring organization). Per our earlier conversation, you will report to work for your first full day of employment beginning (day, month, date, and year). You will report directly to (name of direct supervisor).

Your salary will begin at (\$amount) per year. Paychecks are issued on the 15<sup>th</sup> and last day of each month, deposited electronically into your primary checking account. Our Human Resources representative will assist you to set up automatic payroll on your first day of employment. Please bring your checkbook so you can provide your bank account and routing number to ensure proper payments.

Per our agreement, we have agreed to provide (\$amount) for the purpose of relocation assistance. If you leave (name of hiring organization) before one full year of employment, you are required to repay the total amount within 10 calendar days of your last day worked.

You are immediately eligible for medical and dental benefits beginning on your first day of employment. Three weeks of paid vacation is available annually, which you can begin to utilize after your first 3 months of employment, scheduled at the mutual agreement of you and your direct supervisor.

Please confirm your acceptance of this offer of employment by signing below and then fax to my attention at (xxx-555-1212).

Welcome to (name of organization)!

---

Signature (Confirming Acceptance)

Date

Sincerely,

(Sender Name) \*Always hand-sign your name above in blue ink.  
(Sender Title)

**\* \* \* Introduction Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

Thank you for placing your confidence in (name of organization) for your (service or product type) needs. We are pleased that you have chosen to work with us and we will make effort to earn your trust and your ongoing business.

Your service relationship manager is, (name of representative), and (he/she) can be reached directly at (xxx-555-1212).

We are confident that you will enjoy working with our knowledgeable and friendly staff and that you will be fully satisfied with the service we provide.

For your easy reference and to assist you in making the most of our services, we have enclosed our introductory brochure. If you still have questions, please contact us at (xxx-555-1212). Your account number is (account number). In order for us to expedite your request, please have your account number on hand when you call.

We look forward to serving you as your needs change and we will always do our best to understand and evaluate your unique situation in order to recommend the most appropriate product and service solutions.

Again, thank you so much for placing your trust in (name of organization).

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)

**\* \* \* Resignation Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

I regret I must inform you of my decision to resign from (name of organization).

In order to ensure a smooth transition and avoid any negative impact on my team's production, I am happy to stay on for an additional (amount of time.. For example, 2 weeks, 30 days, etc), or a shorter amount of time per your discretion.

I am extremely grateful for having had such a wonderful opportunity to work for and with so many quality individuals here at (name of organization).

Specifically, I'd like to praise the efforts of (name of person(s) you've learned from), for (teaching/showing) me the benefits of (explain what important lessons you learned or benefited from).

It has been a privilege to work at (name of organization) and to serve its customers over the past (length of time). I will leave with many fond memories of my time here.

I wish my supervisor, my team and (name of organization) my very best wishes for continued success.

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)

**\* \* \* Recommendation Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

I understand you are currently considering (name of person you are recommending) for the position of (prospective job position). I've known (name) for over (number of year) years, and it's my pleasure to recommend (her/him) for this important position.

I first became aquatinted with (name) when we (briefly explain circumstances of how you became acquainted with the person you are recommending.) (Provide a brief summary of how the person worked their way through the ranks and emphasize any key accomplishments.)

I can say firsthand that (name) is a bright and talented person who continually demonstrates common sense and good judgement. (He/she) is a self-starter who is quickly takes ownership of tasks presented to (him/her).

My experience with (name) has consistently been that (he/she) works at a pace above and beyond what is expected and can be counted on to present a quality product in a timely manner.

For example, (provide a brief example of a success that can be mainly attributed to the person you are recommending.)

In my opinion, organizations in general need as many employees like (name) as possible. (He/she) will become a valuable team member of any company that hires (him/her).

If you would like additional information about (name), I can be reached at (xxx-555-1212). Best of luck in your hiring decision.

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)

**\* \* \* Termination Letter Template \* \* \***

(Use business letterhead stationary.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

We regret to inform you that your employment with (name of organization) is terminated effective immediately. Your termination is the result of repeated issues in the following area(s):

- (Briefly describe performance-related issue)
- (Briefly describe behavioral-related issue)

You were issued verbal and written warnings of the above issue(s) on (list date(s) of each verbal and written warning).

Detailed copies of these warnings, signed by you, will remain in your permanent personnel file. Your signature on each warning signifies your awareness of our concerns over the above issues. In addition, you were given specific instructions on what needed to take place, and by when, in order to remedy this issue(s).

As was clearly stated in your final warning, you were to (list specific expectations) in order to correct your (performance/behavior) by (date/or state immediately). Unfortunately, your continued failure to meet these expectations has now resulted in your termination of employment with (name of organization).

As we now part ways, we wish you only the best in all your future endeavors.

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)

**\* \* \* Thank You Letter Template \* \* \***

(Use business letterhead stationary or card.)

(Sender Name)  
(Sender Street Address)  
(City, State, Zipcode)  
(Date)

(Recipient Name)  
(Recipient Title/Position)  
(Organization Name)  
(Recipient Street Address)  
(City, State, Zipcode)

Dear (Name of Recipient):

The purpose of this letter is simply to let you know just how much I appreciate your  
(briefly explain what you observed or experienced that is worthy of your praise)

You have my sincere thanks for the leadership you recently displayed. You have obviously taken complete ownership of your role as (list current job position). It is this sort of dedication and commitment that can someday propel you into new and more challenging roles.

During the recent (insert meeting or project name), you demonstrated a unique ability to (state leadership traits you observed.. For example, “listen, lead, motivate, empower or generate/produce results, etc.). (Name of recipient), I applaud your efforts and the corresponding results.

Thank you for demonstrating the kind of leadership qualities that our company needs from all of our most highly valued employees.

Sincerely,

(Sender Name) *\*Always hand-sign your name above in blue ink.*  
(Sender Title)