

Instruction: This is a model letter. Adapt to fit your facts and circumstances.

Return address:  
Name  
Address Line 1  
Address Line 2  
City, State Zip Code

Date

Name  
Company  
Address Line  
City, State Zip Code

Re: Apology for Misconduct – Employee to Business

Dear :

I am writing this letter in regards to my behavior. I apologize for my misconduct regarding the irate customer. As a customer service specialist, I have received training in how to handle such customers. I did try my best to guard my conduct toward the individual, however, as the customer repeatedly voiced verbal insults to the corporation and me and refused to allow me a chance to explain the terms of the situation, I responded unprofessionally toward him/her.

Once again, I apologize to {Name of Company} for my inappropriate behavior. I assure that this situation will not be repeated in the future. Also, I have sent a formal apology to the customer. I have not received a response as of date. If you have any questions, please do not hesitate to contact me.

Sincerely,

N A M E