**Memorandum**

To: Employee Name

From: Manager Writing Memo

CC: General Manager

 Sondra Storm (Management Company)

Date: November 20th, 2019

Subject: Promotion Effective November 26th, 2019

We are very pleased to announce your promotion from Front Desk to Front Desk Lead with an increase in your wage from $13.00 per hour to $16.00 per hour effective November 16th, 2019.

With this promotion and new title, in addition to your duties as a Front Desk Agent, as Front Desk Lead you will now have additional responsibilities, including: role modeling excellent customer service; assisting with training of other front desk agents on the Property Management System and front desk duties; and taking on projects assigned to you by the Front Office Manager or General Manager.

This promotion is a result of your demonstrated skills and abilities as a front desk agent. You’ve shown consistency and reliability with your regular attendance and willingness to take on additional shifts. You have shown the ability to problems solve, for example, solving problems with guest complaints and on the property management system.

Thank you for all your hard work. We are very pleased with your performance and commitment and we appreciate your efforts and achievements so far.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date \_\_\_\_\_\_\_\_\_**

**Employee Signature**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date \_\_\_\_\_\_\_\_\_**

**Manager Signature**