



Call Centre Agent Certificate

PROUDLY PRESENTED TO

SANELISIWE SWEETNESS HLONGWANE

Course Modules

Call Centre Operations • Customer Service Fundamentals • Product Knowledge and Sales Techniques • Communication and Interpersonal Skills • Quality Assurance and Compliance • Time Management and Organization • Performance Management • Industry Trends and Best Practices

14 June 2025
DATE

A handwritten signature in black ink, appearing to be "D. M. M.", written over a horizontal line.

SIGNATURE
EduCourse Director