



Customer Service Consultant Certificate

PROUDLY PRESENTED TO

TAPIWA NDLOVU

Course Modules

Customer Service Overview • Communication Skills • Understanding Customer Needs • Product Knowledge • Problem Solving and Decision Making • Technology and Tools • Handling Difficult Customers • Professionalism and Etiquette • Continuous Improvement • Regulatory Compliance and Ethics

2 February 2024
DATE

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

SIGNATURE
EduCourse Director