



**Customer Service Consultant Certificate**  
PROUDLY PRESENTED TO  
**KHULISO NATASHA NDOU**

**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

**22 March 2024**  
DATE

  
SIGNATURE  
EduCourse Director