



Customer Service Consultant Certificate  
PROUDLY PRESENTED TO  
**MOROKE**

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

27 March 2026  
DATE

  
SIGNATURE  
EduCourse Director