



## CUSTOMER SERVICE CONSULTANT CERTIFICATE

PROUDLY PRESENTED TO

**BTHOMASMADISON***Online Modules Completed*

◦ Customer Service Overview ◦ Communication Skills ◦ Understanding Customer Needs ◦ Product Knowledge ◦ Problem Solving ◦ Technology & Tools ◦ Handling Difficult Customers ◦ Professionalism & Etiquette ◦ Continuous Improvement ◦ Compliance & Ethics



A Proudly South African e-Learning Centre  
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15 March 2025

DATE

EduCourse Online Learning

AWARDED BY

IDENTITY NUMBER

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