



Customer Service Consultant Certificate
PROUDLY PRESENTED TO
ITUMELENG JULIA KHOBETHI

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 February 2026
DATE

A handwritten signature in black ink, appearing to read "Julia", written over a horizontal line.

SIGNATURE
EduCourse Director