



**Customer Service Consultant Certificate**  
PROUDLY PRESENTED TO  
**TLHAGENG MABOKO**

**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

**18 December 2024**  
DATE

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

**SIGNATURE**  
EduCourse Director