



735B186841-735B184261-7349543728

SCAN CODE TO VERIFY



## Customer Service Consultant Certificate

PROUDLY PRESENTED TO

**CHILIZA**

### 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

**25 September 2024**

DATE

A handwritten signature in black ink, appearing to be "D. [unclear]", written over a horizontal line.

SIGNATURE

EduCourse Director