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SCAN CODE TO VERIFY



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

**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

**19 January 2025**  
DATE

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

SIGNATURE  
EduCourse Director