



758B6FABDE-758B6F85FE-73612CA525

SCAN CODE TO VERIFY



Customer Service Consultant Certificate

PROUDLY PRESENTED TO

PEGGY MAGASELA

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

23 September 2024

DATE

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

SIGNATURE

EduCourse Director