

SCAN CODE TO VERIFY





Customer Service Consultant Certificate PROUDLY PRESENTED TO

PUSELETSO SEKGOLOLO

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

14 June 2025

DATE

SIGNATURE EduCourse Director