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SCAN CODE TO VERIFY



Customer Service Consultant Certificate

PROUDLY PRESENTED TO

CATHY LERATO RACOCO

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

27 November 2025

DATE

A handwritten signature in black ink, appearing to read "D. Lerato", positioned above a horizontal line.

SIGNATURE

EduCourse Director

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