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SCAN CODE TO VERIFY



## Customer Service Consultant Certificate

PROUDLY PRESENTED TO

**RETHABILE THWALA**

### 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

4 January 2026  
DATE

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

SIGNATURE  
EduCourse Director