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Customer Service - Series 1

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This document certifies that **Tihitena Belete Zewede** has completed the training "[EN] - Customer Service - Series 1"

Course summary: Grasp the foundational principles of customer service, the basics of understanding customer needs and behaviours, alongside the vital skills of telephone etiquette. Participants will be empowered to deliver exceptional service, fostering loyalty and satisfaction in every customer interaction.

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You can also find this document on the Internet at the following address: <https://cerba-healthcare.360learning.com/api/safelinks/L2FwaS9jZXJ0aWZpY2F0aW9uLzQ2NjEyNzA4NTUxMjIwNzA>



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