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Customer Service - Series 2

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This document certifies that **Tihitena Belete Zewede** has completed the training "[EN] - Customer Service - Series 2"

Course summary: In this series, you will learn how customer service impacts a business, how to balance being personable and professional, how you can meet and exceed customer expectations, why customers get upset and how to defuse those situations. You will also uncover four essential customer service skills and give you tons of tips, food for thought, and resources for developing these skills.

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You can also find this document on the Internet at the following address: <https://cerba-healthcare.360learning.com/api/safelinks/L2FwaS9jZXJ0aWZpY2F0aW9uLzkyOTIzMzQ0NTQ0MDMwNDY>



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