



Certificate of Completion

This certificate acknowledges that **Emery GLIDJA** has successfully fulfilled the requirements of the course **Call Center Customer Service** on **Mar 28, 2023**

- ✓ Preparing for Your Calls
- ✓ Voice, Tone & Etiquette
- ✓ Parts of a Call
- ✓ Holds & Transfers
- ✓ Helping Difficult Customers

