



No. 12160

MV-12160-T

GRAFFINS COLLEGE*Centre of Academic Excellence***TRANSCRIPT****DIPLOMA**

IN

CUSTOMER CARE SERVICE (CCS)Student Name: **MARY WANJIKU MBEERE**Attempt: **FIRST ATTEMPT**Examination Date: **SEPTEMBER 2009** Index Number: **847710905**

SUBJECTS	% marks	grade	contact hours
Customer Service	82%	A-	120
Business Communication	84%	A-	120
Principles and Practice of Management	81%	A-	120
<i>CCS Course Comprises of Diploma Level Only</i>			
GRADING SYSTEM			
85 - 100% A)	DISTINCTION		
81 - 84% A -)			
76 - 80% B+)			
71 - 75% B)			
66 - 70% B -)	MERIT		
60 - 65% C+)			
50 - 59% C)	PASS		
49 - 0% D)			
	FAIL		

13 December 2009

Date


Administrator