

NATIONAL YOUTH SERVICE INSTITUTE OF BUSINESS STUDIES

P.O. BOX 42243

NAIROBI.

I certify that this a true Copy
of the Original Certificate of Advocate,
Commissioner for Oaths & Notary Public
P. O. Box 22746 - 00400, Nairobi

ALICE JONATHAN GULENYWA
ADVOCATE
COMMISSIONER FOR OATHS
& NOTARY PUBLIC
P. O. Box 22746 - 00400, NAIROBI



No. DTOR016/006

DIPLOMA CERTIFICATE IN TELEPHONE OPERATOR/RECEPTIONIST

This is to certify that.

DANSON GITHINJI MAINA

has satisfactorily completed training in Telephone Operator/Receptionist

from 1st July 2005 to 30th July 2006

at stage FINAL covering the following skills:

SWITCHBOARD TECHNIQUES

RECEPTION PROCEDURES

TELEPHONE THEORY

COMMUNICATION SKILLS

REPORT FORMS/FILING

and achieved a Distinction in the final examination

Dated 28th NOVEMBER 2006

L. DIBONDO
L. DIBONDO (MISS.)
CO-ORDINATOR

E. M. SHAKE
E. M. SHAKE (MRS.) HSC
PRINCIPAL

THIS CERTIFICATE HAS BEEN ISSUED WITHOUT ANY ALTERATION WHATSOEVER