

**DIPLOMA**  
**IN**  
**CUSTOMER CARE SERVICE**  
**CCS**

*This is to certify that*

*Susan Awino Odhiambo*

*has satisfied the requirement of the examiner in the following subjects:-*

- Customer Service & Business Ethics
- Public Relations
- Human Resource Management
- Customer Relationship Management
- International Business Communication
- Management Theory & Practice

*CCS Comprises of Diploma Level only*



15<sup>th</sup> August 2013

*Date*



*[Signature]*  
Administrator



This is a security printed document.