



INSTITUTE OF COMMERCIAL MANAGEMENT

This is to certify that

JOYCE SABINA OLANG'O

*has satisfied the requirements of the Institute's Examiners
by having successfully completed the examination required for
the issue of the following Award*

Single Subject Diploma
in
Front Office Operations & Administration

Dr Alistair Somerville Ford FRSA
President

Adair Ford
Chairman & CEO



DIRECTOR
QUALITY ASSURANCE AND STANDARDS
MINISTRY OF EDUCATION
P.O. Box 30426 - 00100,
TEL: 318581
NAIROBI

Student Number: 2248717
Pass Grade: C

Dated the 18th day of May 2017
Issued in Bournemouth, England

Grade A - Distinction

Grade B - Credit

Grade C - Pass

Grade D - Marginal Pass

CTCO

15/10/2025