



**SINGLE SUBJECT DIPLOMA
in
CUSTOMER SERVICE (NEW)**

This is to Certify that

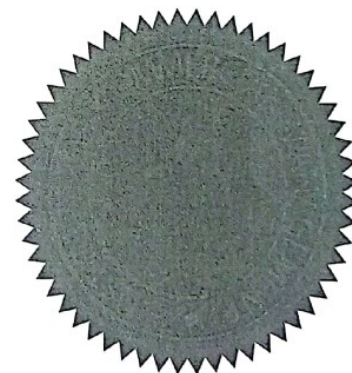
BEATRICE ALVOCH ODERO

has satisfied the requirements of the Institute's examiners by having successfully completed an examination in the above subject.

Dr Alistair Somerville-Ford
Chairman



Professor Tom Thomas
Chief Executive



Student Number: 2127867
Pass Grade: C

Dated the 15th day of August 2011
Issued in Bournemouth, England

Grade A - Distinction
Grade C - Pass

Grade B - Credit
Grade D - Marginal Pass

THE INSTITUTE OF COMMERCIAL MANAGEMENT