



INSTITUTE OF COMMERCIAL MANAGEMENT

This is to certify that

MUMANTHA PAUL MUTINDA

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

Single Subject Diploma
in
Customer Service

Dr Alistair Somerville-Ford
Chairman

Professor Tom Thomas
Chief Executive



Student Number: 2158478
Pass Grade: C

Dated the 26th day of February 2013
Issued in Bournemouth, England

Grade A - Distinction

Grade B - Credit

Grade C - Pass

Grade D - Marginal Pass