

**DIPLOMA**  
**IN**  
**FRONT OFFICE MANAGEMENT**  
**FOM**

*This is to certify that*

*Alice Akumu Odongo*

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

- Telephone Operations
- Reception Procedures
- Switchboard Practicals
- Office Procedures

*FOM Comprises of Diploma Level only*



**5<sup>th</sup> November 2009**

*Date*

  
**Administrator**

**This is a security printed document.**