



KENYA UTALII COLLEGE

NAIROBI

Certificate of Attendance

This is to certify that

Ong'wae Nyasani Beatrice

has attended and successfully
Completed a **Customer Care Course**

From **23rd January, 2008** To **29th February, 2008**

In which the following was offered:-

- **Measuring & Monitoring Customer Service**
- **Team work & Team Building Skills**
- **Professional Behaviour & Etiquette**
- **Professional Telephone Behaviour**
- **Prejudice/Handling Complaints**
- **Corporate Culture/Hospitality**
- **Performing to Keep Customers**
- **Interpersonal Relationships**
- **Principles of Customer Care**
- **Quality Service/Attitudes**
- **Understanding Customers**
- **Effective Communication**
- **Time Management**

Director of Studies

Principal

Date: 29th February, 2008

Ref No: PP/CC1/2008/010