

13 juin 2025

# Customer Service - Series 2

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This document certifies that **Zephania Ondieki** has completed the training "[EN] - Customer Service - Series 2"

Course summary: In this series, you will learn how customer service impacts a business, how to balance being personable and professional, how you can meet and exceed customer expectations, why customers get upset and how to defuse those situations. You will also uncover four essential customer service skills and give you tons of tips, food for thought, and resources for developing these skills.

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Reference Number: 8711870482227607

You can also find this document on the Internet at the following address: <https://cerba-healthcare.360learning.com/api/safelinks/L2FwaS9jZXJ0aWZpY2F0aW9uLzg3MTE4NzA0ODIyMjc2MDc>



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