



STRATEGIC DYNAMICS (PTY) LTD
PLANNING AND STRATEGIC CONSULTING

Certificate

OF ACHIEVEMENT

This is to certify that
MRWEBI SPHOKUHLE
 ID Number

0301280975089

*Has successfully completed training and assessments in
 compliance with the Marketing and Advertising Act of 1993
 and South African National Standard of 2004 Edition 1:1*

Call Centre Course

with the following outcomes.

*Telephonic Etiquette
 Communications Skills
 Handling Objections
 Sales Skills
 Customer Service Skills (Basic)
 Presentation Skills
 Direct Marketing*

MANAGEMENT
 REPRESENTATIVE

19/05/25

DATE OF
 ISSUE

SD/0101/10001

CERTIFICATE
 NUMBER



999 10236 12 017 040612 04



This certificate is issued without amendments by Strategic Dynamics (Pty) Ltd
 Contacts: Tel/Fax: 031 109 8825 | Cell: 060 634 0403 / 073 696 4634