

# Skills Excel Training Institute

## Certificate of Achievement

This is to certify that

**Memani Xabiso**  
**0309156139086**

*Was awarded the certificate of Achievement  
in*

**CALL CENTRE**

**22/1/2024**

*After Successfully Completing An Intensive and Practical Training In The Following:-*

### INBOUND CALL CENTRE

- Telephone Etiquette
- Communication Skills
- Interview Techniques
- Customer Service
- Orientation
- Interpersonal Skills
- Anger Management
- Ability To Work Under Pressure
- Conflict Resolution Skills

- Word Processing
- Typing Skills

### OUTBOUND CALL CENTRE

- Telesales Skills
- Tele Marketing
- Debt Collection
- Time Management
- Negotiation & Assertiveness Skills
- Questioning & Listening Skills
- Ability To Work Under Pressure
- Conflict Resolution Skills

Accreditation

**mict seta**

committed to skills development

2019/07/0027

Program Manager

Skills Excel Training Institute(Pty)Ltd

Principal

Certificate No: SET01/002/23