



SKILLS EXCEL  
TRAINING INSTITUTE (PTY) LTD

Impacting basic Skills Development

# 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

SKILLS EXCEL

TRAINING INSTITUTE (PTY) LTD

Impacting basic Skills Development

Accreditation

mict seta

committed to skills development

2019/07/0027

Program Manager

Skills Excel Training Institute(PTY)Ltd

Principal

Certificate No: SET01/002/23