



Cert. ID.: 71267-8306867-1016

Dated: 14 Jun 2020

This is to certify that

Saurabh Jojare

has successfully completed

**Basics of Customer Services** 

online course offered by iON Digital Hub

Course End Date: 14 Jun 2020

## Topics:

- Method of Communication Customer Service & Service Excellence
  - Introduction to e-mail writing and operational definitions