

Sales Training International

This is to certify that

Your Name

has successfully completed the LearnCustomerServiceOnline.com Mission Critical Skills curriculum and is hereby awarded the designation of:

Certified Customer Service Professional

in acknowledgement of this achievement
this 16th day of April, 2008.



A handwritten signature in black ink, appearing to read "Robert DeGroot DCH".

Robert DeGroot, M.Ed., D.C.H.
President

