

# CERTIFICATE OF MERIT

THIS document is proof of the undersigned's superior training accomplishment. By attending the seminar

## Handling Difficult and Demanding Customers: A Communication Course

AWARDING 0.6 CEU's

the undersigned has completed six hours of intensive training and is entitled to all rights and privileges related to or resulting from the completion of the aforementioned course.



*[Handwritten Signature]*

Signature of Seminar Participant

Date

*Padgett, Thompson*

*Raelene Dietz*

Raelene Dietz  
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