

**CERTIFICATE OF UNIT CREDIT TOWARDS
NATIONAL VOCATIONAL QUALIFICATION
LEVEL 3 NVQ - CUSTOMER SERVICE**

**IS AWARDED TO
KEVIN ROBERT ANDREWS**

WHO ATTENDED REMIT, BALDOCK

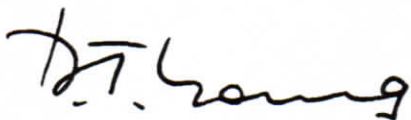
AND WAS SUCCESSFUL IN THE
FOLLOWING SIX UNITS

ORGANISE, DELIVER AND MAINTAIN RELIABLE CUSTOMER SERVICE	U1053846
IMPROVE THE CUSTOMER RELATIONSHIP	U1053847
WORK WITH OTHERS TO IMPROVE CUSTOMER SERVICE	U1053850
MONITOR AND SOLVE CUSTOMER SERVICE PROBLEMS	U1053851
PROMOTE CONTINUOUS IMPROVEMENT	U1053852
ORGANISE AND PROMOTE PRODUCTS OR SERVICES TO CUSTOMERS	U1053854

AWARDED

APRIL 2004

0306/031818C/450783/STW1336/1/27/08/82



D T Young
Chairman
The City and Guilds of London Institute



C Humphries
Director-General
The City and Guilds of London Institute

R01

