



CERTIFICATE OF ATTENDANCE

This is to certify that

Sitti Fatimah

has attended

Training “Excellent Service Professional”
through Zoom Meeting on November 19th – 20th, 2022

Date : November 20th, 2022



INDRA F. BAGJANA, S.E., M.Ak., Ak. CA.
Director



Name : **Sitti Fatimah**
Program : **Excellent Service Professional**
Date Issued : November 20th, 2022

No.	Subject	Training Hours
1.	The Importance of SMART Service	8
2.	Satisfactory Communication Skills	
3.	Build Confidence and Motivation	
4.	Personal Service Mindset	
5.	Build an Optimistic for Better Service	
6.	Handling Complain	
7.	Service Recovery	
8.	Teamwork Building	
9.	Work Plan Based on Excellent Service	
10.	The Secrets of Gaining Cooperation	
11.	Assessment	4
Total		12

INDRA F. BAGJANA, S.E., M.Ak., Ak. CA.
Director