



## ESPERANZALETY MATOS



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### Customer Service and Sales Certification - [Certified BADGE](#)

Issued To	:	ESPERANZALETY MATOS
Certification Number	:	EM130682064500
Issued By	:	<a href="#">NRF Foundation</a>
Location	:	Washington, DC
Issue Date	:	05/31/2016
Expiration Date	:	05/31/2019
Description	:	<p>Obtaining the Customer Service and Sales Certification displays fundamental knowledge of best practices in customer service and sales, with emphasis on:</p> <ul style="list-style-type: none"><li>• Learning about products and services through training, research, and experience</li><li>• Assessing customer needs by making observations, asking for feedback, and actively listening</li><li>• Educating customers about products, promotions, and store policies</li><li>• Providing ongoing support by presenting helpful solutions when customers have returns or complaints</li></ul>

