



CERTIFICATE OF ATTENDANCE

This is to certify that

Muhtis Fajar Wicakhsana

has attended

Training “Excellent Service Professional”
through Zoom Meeting on July 28th – 29th, 2023



XTvqif
Pin: 397415



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

Date : July 29th, 2023



Name : **Muhlis Fajar Wicaksana**
Program : **Excellent Service Professional**
Date Issued : July 29th, 2023

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