



Customer Service

the **threestargrading** system

recognising the best in excellence

CERTIFICATE OF ACHIEVEMENT FOR STAR 3

awarded to

E SKILZ

STAR 3 of the Services SETA 3 STAR Grading System recognises that:

- Your company is focused on your clients and customers.
- Your staff are competent to be client-centric.
- Your clients recognise and appreciate the client-centric strategy of your company and that this strategy is successful.
- You are driven by your clients' changing needs and perceptions of your service excellence.

In light of this, the Services SETA acknowledges that your customers can expect a calibre of excellence in customer service that is unsurpassed.

Presented on:

31 March 2011

Date of Renewal:

31 March 2013

Authorised signatory: IVOR BLUMENTHAL (CEO)

