

Electric Cities of Georgia Leadership Academy

Certificate of Completion

Awarded to

Dawn Towns

*For Satisfactory Completion of the
Customer Service Webinar*

Taking Angry Customers from Unreasonable to Reasonable

May 2013

[Signature]
Manager, Education & Development
Electric Cities of Georgia

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Instructor
Continuum Education & Training

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Phrasing for Successful Conclusions

March 2013



Manager, Education & Development
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