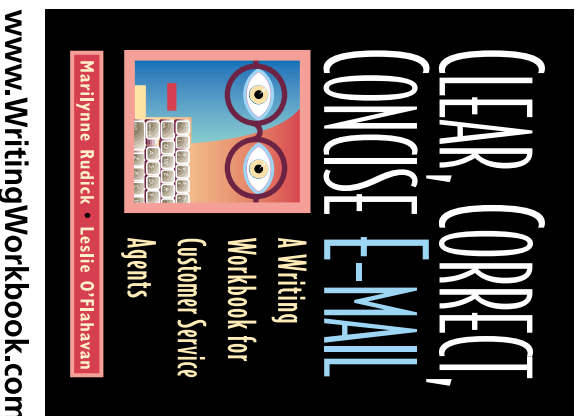


# CERTIFICATE OF COMPETENCY IN WRITING CUSTOMER SERVICE E-MAIL



\_\_\_\_\_ has successfully passed  
the **Writing Skills Competency Exam**, a companion  
to *Clear, Correct, Concise E-mail: A Writing  
Workbook for Customer Service Agents* by  
Marilynne Rudick and Leslie O'Flahavan.

Date \_\_\_\_\_ Certified by \_\_\_\_\_