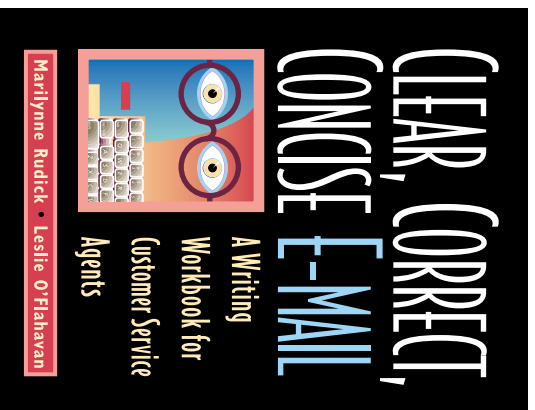


CERTIFICATE OF COMPLETION

_____ has successfully completed the relevant Practice exercises in *Clear, Correct, Concise E-Mail: A Writing Workbook for Customer Service Agents* by Marilynne Rudick and Leslie O'Flahavan.



www.WritingWorkbook.com

Date _____

Certified by _____