STUKENT

Certificate of Completion

This Certificate is presented to

ConnieJoy Sanders-Toston



Services Marketing Simternship®

Completed on: **September 30, 2026**

This certificate signifies experience:

- Analyze consumer research and key metrics to guide marketing decisions
- Listen and respond to customer feedback and complaints
- Allocate budgets to processes that help achieve service standards
- Evaluate and select marketing communications to effectively promote a service
- Set features and recommend standards for a service
- Identify recovery strategies for maintaining customer satisfaction
- Adjust service features to meet customer expectations