

ADRIG CERTIFICATION

Flat 10, Warwick Court 51 St. Marks Road Windsor, England, SL4 3BD United Kingdom

CERTIFICATE OF PROGRAMME CERTIFICATION

Customer Service Excellence for Retail and Hospitality

This is to certify that the programme above, delivered by Sure Success Academy, Johor Bahru, Malaysia, has been independently assessed against the ADRIG Course Quality Standard (ACQS v4.2) and is certified at Level 2 under category ADR-HOS - Hospitality, Retail & Service.

The programme was submitted for in person delivery and is certified on that basis: the provider is authorised to run this class at any venue it operates.

Certification detail

Approval number: ADRIG-CRS-2026-0116

Category: ADR-HOS - Hospitality, Retail & Service

Level: Level 2

Guided learning hours: 16

Delivery: In person

Named trainer: Tan Mei Yee

Certified provider: Sure Success Academy

Provider ID: ADRIG-P-00018

Provider licence: ADRIG-CPL-2026-0018

Certified on: 28 July 2026

Valid until: 28 July 2029

Rounds of assessment: 2

Scope and conditions

Certification covers this programme as approved, delivered by the trainer named in the approval file. Any material change to the programme, its trainer or its venue must be notified to the Registrar within twenty business days. Delivery is subject to unannounced surveillance.

Learner awards are issued by ADRIG only after evidence of delivery has been verified. Each award carries a unique number and is independently verifiable on the public register.

Verification

This certification, and the full record of how it was assessed, can be checked free of charge and without an account at www.adrigcertifications.com/verify using approval number

ADRIG-CRS-2026-0116. The register is the authoritative record; this document is a copy of it.

Signed: Adrien Akash, Registrar

For and on behalf of ADRIG Certification

ADRIG certification is independent quality assurance of training. It is not a regulated national qualification and confers no statutory licence to practise.