

NATIONAL PROFESSIONAL CERTIFICATION

Certifies that

MELISSA A NAFTEL

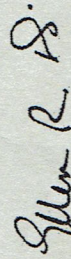
**Has satisfied the requirements for the
Professional Certification in Customer Service**

Certification Number

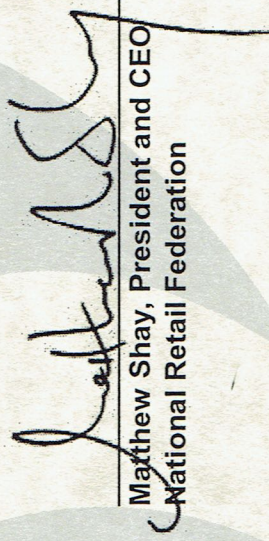
MN093909945650

Certification Dates

1/31/2014 - 1/31/2017



Ellen R. Davis, Executive Director
NRF Foundation



Matthew Shay, President and CEO
National Retail Federation

This certification is based on nationally approved skill standards.
This certificate is subject to provisions of suspension or revocation.

Research & Education
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