



EXCELLENCE IN CUSTOMER EXPERIENCE

# CLUB BRP 2014

THIS CERTIFICATE AKNOWLEDGES  
THE SUCESSFUL COMPLETION OF  
THE "MOMENTS OF THRUTH"

SEMINAR GIVEN DURING CLUB BRP IN ORLANDO, FLORIDA, UNITED STATES.  
SEPTEMBER 2013

Harald Burkert  
- Quadcenter - Kupferzell -



EXCELLENCE IN CUSTOMER EXPERIENCE

# CLUB BRP 2014

THIS CERTIFICATE AKNOWLEDGES  
THE SUCESSFUL COMPLETION OF  
THE "MOMENTS OF THRUTH"

SEMINAR GIVEN DURING CLUB BRP IN ORLANDO, FLORIDA, UNITED STATES.  
SEPTEMBER 2013

Sabine Burkert  
- Quadcenter - Kupferzell -