

The Retail Business Academy Linking People to Results.

Certificate

to

René Bürgin

21 - 23 January 2010

Phonak HQ Stäfa Switzerland

The holder of this certificate participated successfully in the
Retail Business Academy training on the following modules

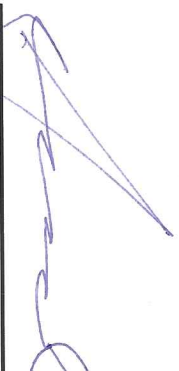
**Counselling Customers
Moments of Truth**

This certificate dedicates the training concept to the retail organisation



Carl Williams

focus360



Dieter von Hassel

Phonak International Sales



Ralf Klinkhammer

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