

# CERTIFICATE OF APPRECIATION

Awarded to

---

for not standing still in  
creating great customer experiences by recognising  
the need for change.

Thank you for your contribution and support of  
CBRE's 11in10 programme aimed at creating  
exceptional customer experiences.

## The customers' world

### Module 4

**Change is constant.  
Understanding our  
customers' needs helps  
us to better meet their  
ever-changing  
expectations.**

