

# CERTIFICATE OF APPRECIATION

Awarded to

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for having the right attitude to feedback,  
in order to better yourself for the benefit of the team  
and our customers.

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

## The impact of your attitude

### Module 6

**Having the right attitude  
towards constructive  
feedback makes for a  
stronger team and better  
customer service.**

**Everyone has room to  
improve.**

