



APMG-International

THIS IS TO CERTIFY THAT

Steven Rauwolf

HAS SUCCESSFULLY DEMONSTRATED
KNOWLEDGE TO MEET THE REQUIREMENTS
OF

ITIL® Foundation Examination

DATE

23 January 2013

REGISTRATION NUMBER

ITIL/088999

CERTIFICATE NUMBER

02672434-01-QT2N

Alan Harpham
APMG Chairman

Official ITIL® Accreditor



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Course Completion Certificate



Has been presented to

STEVEN RAUWOLF

for successful completion of the

APOLLO 13 - AN ITSM CASE EXPERIENCE™

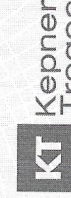
Date

09.08.2016.

Instructor

KRZYSZTOF KOZAKIEWICZ

Bartosz Kozakiewicz
CEO, Conlea Sp. z o.o.



Herr Steven Rauwolf

hat erfolgreich am

Basis-Telefon-Training

(Mai - Juni 2017)

teilgenommen.

Trainingsinhalte waren u.a.:

- Psychologische Grundlagen der Kommunikation
- Erfolgsfaktoren „Stimme“ & „Gesprächsatmosphäre“
- Der ideale Gesprächsverlauf & mögliche Abweichungen
- Kunden emotional abholen & ernstnehmen
- Kundenorientierter Umgang mit Beschwerden & Reklamationen
- Werkzeugkasten der Gesprächsführungstechniken
- Freundlichkeit, Verbindlichkeit & Empathie
- Positiver Umgang mit „schwierigen“ Kundentypen
- Serviceorientiertes Meistern schwieriger Gesprächssituationen

Weinheim im Juni 2017

Ihr Trainer & Coach

Ralf Gerber



Herr Steven Rauwolf

hat erfolgreich am

Aufbau-Telefon-Training

(Oktober - Dezember 2017)

teilgenommen.

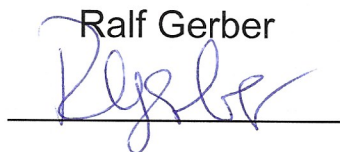
Trainingsinhalte:

- Verständliche E-Mail-Kommunikation
- Qualität & Prozesse im Service
- Kontinuierlicher Verbesserungs-Prozess
- Prozessorientiertes Vorgehen am Telefon
- Positiver Umgang mit schwierigen Gesprächssituationen

Weinheim im Dezember 2017

Ihr Trainer & Coach

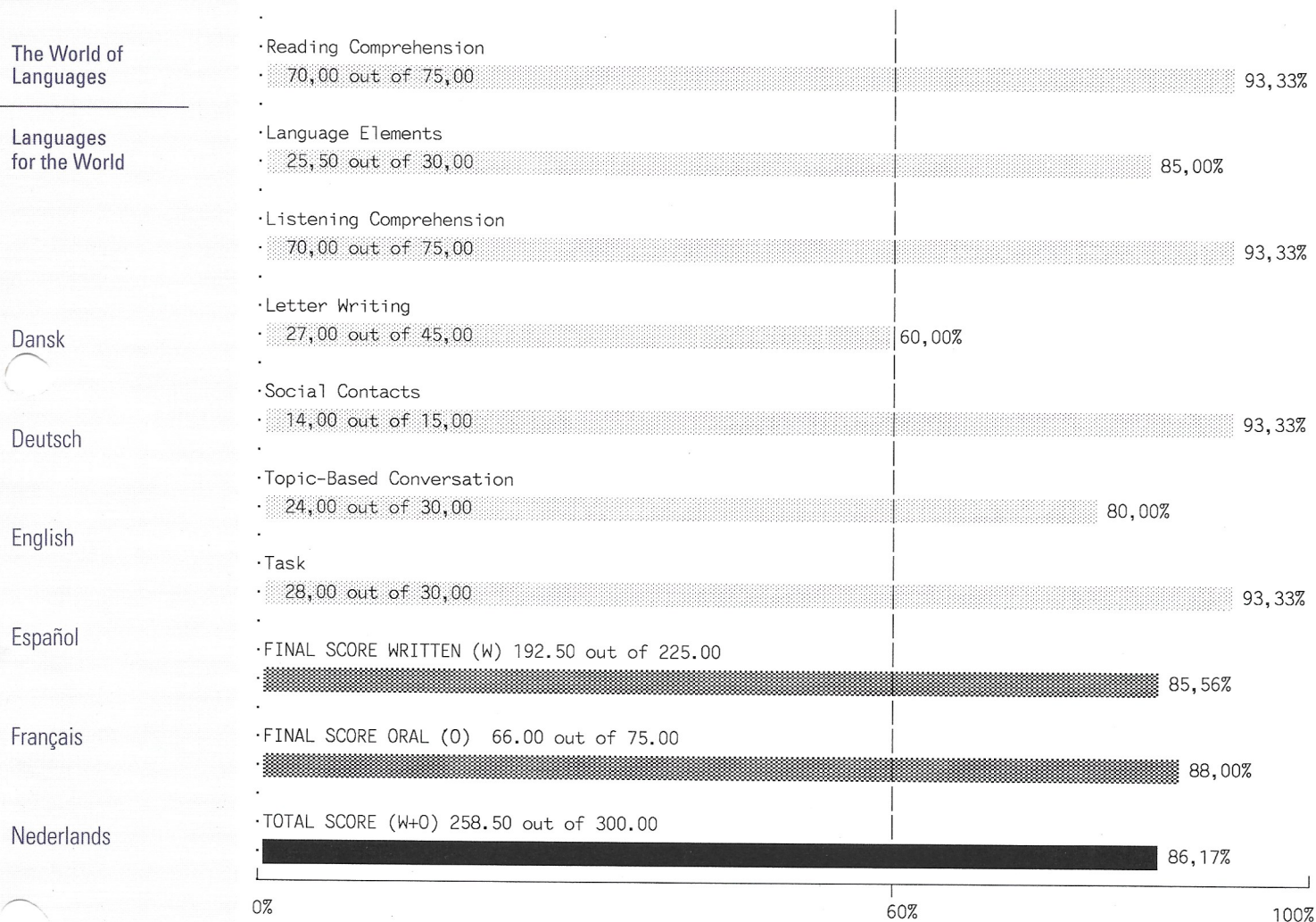
Ralf Gerber



**The European Language Certificates
CERTIFICATE IN ENGLISH FOR BUSINESS PURPOSES - Intermediate**

Test Results for

Rauwolf, Steven
Date of birth 31.08.85 in Ludwigshafen



Grade 2

Congratulations on your good results!

Would you like to continue your language training? We recommend the examinations "B2 English for Business Purposes - adVantage", "English for Technical Purposes" or "English adVantage". Your examination centre or WBT can give you further information on this.

Your examination result has been filed in our archives under the number 63051010900869641. Please use this number on any inquiries.