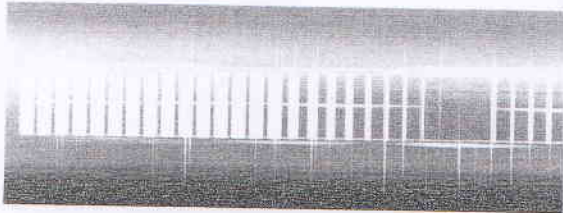


Schulungsnachweis  
Courses taken  
Cours suivis

**BMW Group Trainingsakademie.**



**Customer relations**

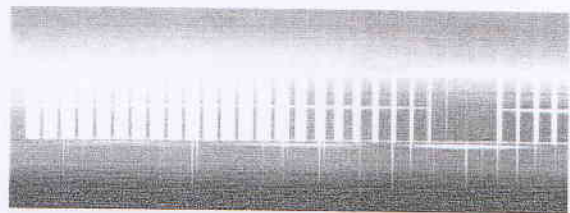
From 03.02.2009 to 06.02.2009  
In Sofia / Bulgaria

Ljubomir Shapkarov

Monika Schoefer

Schulungsnachweis  
Courses taken  
Cours suivis

**BMW Group Trainingsakademie.**



**Non technical Training**

**Modul 1**

**Welcome to Aftersales**

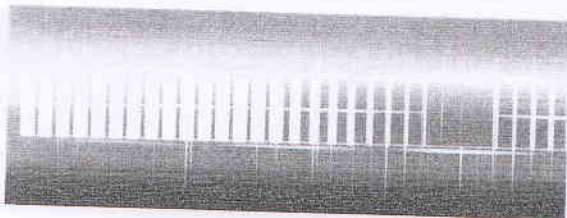
19-20.01.2012

Plovdiv / Bulgaria

Hristo Batchvarov

Schulungsnachweis  
Courses taken  
Cours suivis

**BMW Group Trainingsakademie.**



**Non technical Training**

**Modul 2**

**Service Organisation**

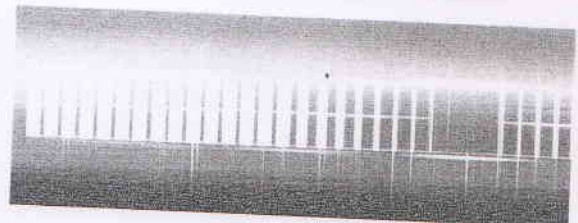
13-17.02.2012

Plovdiv / Bulgaria

Hristo Batchvarov

Schulungsnachweis  
Courses taken  
Cours suivis

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**Non technical Training**

**Modul 3**

**5 Steps to sale**

03-06.04.2012

Plovdiv / Bulgaria

Hristo Batchvarov