



Certificate of Participation

This is to certify that

PARUL SOOD

has participated in Training & Development

The Difference is You-Customer Service Quotient Workshop 2

Given this September 2004 Dubai, U.A.E.

Handwritten signature of Nilesch Ved in black ink.

Nilesch Ved
Managing Director

Handwritten signature of Govind Bharwani in black ink.

Govind Bharwani
General Manager

Faint handwritten signature of Jacquie Crutchley in black ink.

Jacquie Crutchley
Program Facilitator