



*The Hinnen – Bitter Family Co-operation
Geneva 2004*

Intermediate certification

To Whom it may concern

Mrs. Gabriele Bitter, born on January 29th 1970 in Bonn, Germany, is engaged in our home company, since July 14th 1995, as the head responsible for all levels.

Her responsibilities cover the planning, conception and organization of all basic units: bookkeeping, marketing and communication; purchasing and processing of all materials for the enterprise; maintenance and renewal of the infrastructure; psychological support and consultation of all team members; expert responsible for the timely resolution of all physical problems and their treatment; primary educator (for all theoretic and practical teaching) for all social and scientific subjects relevant or not to the professional and personal growth of all team members; event organizer; and sole caretaker of the plants, garden, animals, and all other living beings.

Due to her capacity of fast evaluation, reaction and decision making, Mrs. Bitter is able to consistently master the many difficult problems she faces, in a most comprehensive and satisfactory manner.

By using skilful communication and empathy, Mrs. Bitter routinely leads the team through difficult conflict situations, making it possible for team members to benefit from, and immediately apply this newly acquired knowledge. Her availability is unparalleled when resolving a given problem.

Mrs. Bitter is a very open and experienced employee. She regularly hones her expertise through literature studies and discussion with other team leaders.

She further demonstrates considerable self-initiative and personal commitment. She is ready at any moment to support new projects, provide constructive suggestions and by make crucial contributions.

Mrs. Bitter works very purposefully, independently and conscientiously. The quality of her work is without exception very high. Her behaviour towards all team members is always exemplary.

We understand Mrs. Bitter's desire of change and extension and we regret very much to lose her as a full-time (one hundred percent) manager. We assure her, however, any possible support for her future career and development.

Geneva, July, 2nd 2004

The Hinnen-Bitter Family