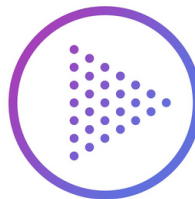


Certificate of Completion

Congratulations on completing the **Professional Accelerator** program designed for the professionals of Touchtunes.

By participating in this program, you've mastered the skills of:

- Write skimmable, concise emails that make it easy for the other person to **take action**
- Exhibit **responsiveness** by confirming receipt of emails and setting clear expectations on the next steps
- Build awareness of how **body language, tone of voice, and word choice** influence how you and your messages are perceived
- Skillfully **identify** when a situation calls for a more formal presence and tone



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