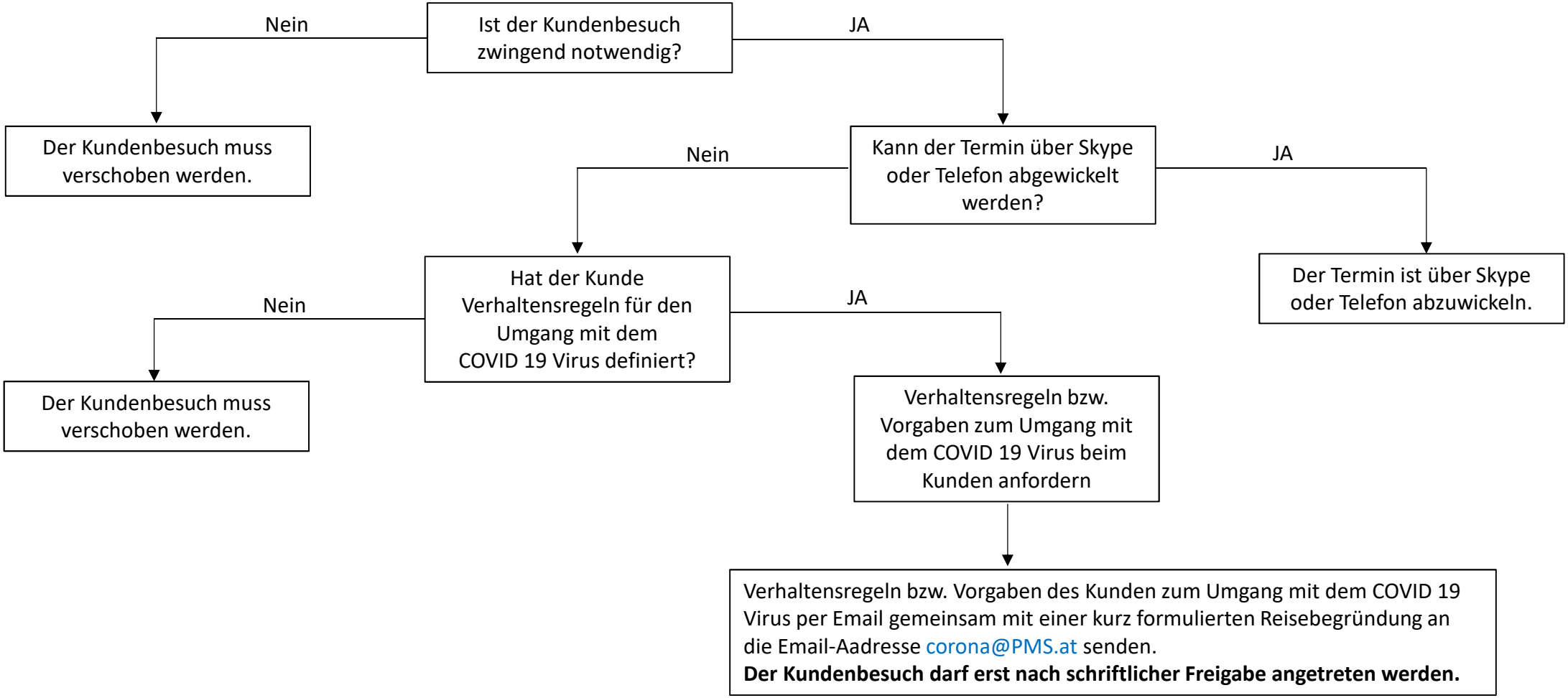Guideline für Kundenbesuche durch PMS-Mitarbeiter