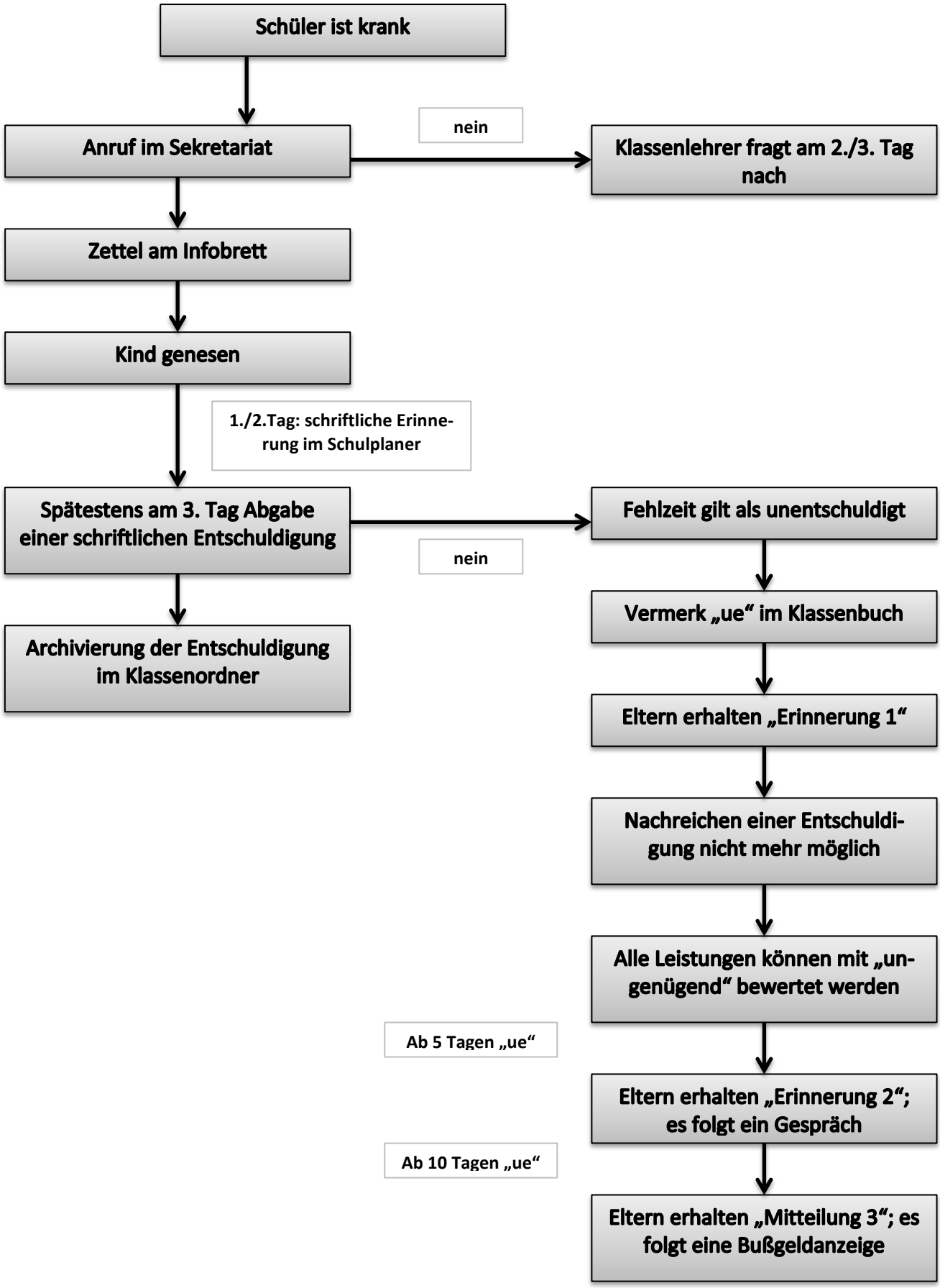Umgang mit Entschuldigungen - Kurzinformation