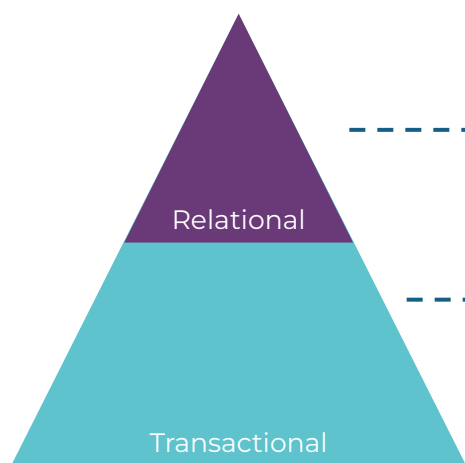


customer connection



beyond the basics



02. What do I need to do to make their day?

01. What are my customer's minimum expectations?

my situation

What did I learn that was useful?

What challenges will I face when applying my learning?

What will I do tomorrow to apply what I learned?

How will I overcome them?