

Dear Students,

Please watch the video below and respond to my questions.

1. Summarize what you get from these 2 videos with 50 words or more.

<https://www.youtube.com/watch?v=KG-k2AHlosw>

<https://youtu.be/H6n3iNh4XLI>

2. From Chapter 4 - "Communication Skills" and from your own experience, please share with us how to make a good conversation with your customers.

Best,

Prof. Dr. Pham