

Dear Students,

Please watch the video below and respond to my questions.

1. Summarize what you get from this video with 50 words or more.

<https://www.youtube.com/watch?v=4JPD-HoMOFw>

<https://www.youtube.com/watch?v=6syYWh7FwA0>

2. From Chapter 8 - "Concerns and Commitment" and from your own experience, please share with us some objections from customers that you have experienced and how to respond to those objections.

You only can see your classmates' posts after you submit the initial answer.

Best,

Prof. Dr. Pham