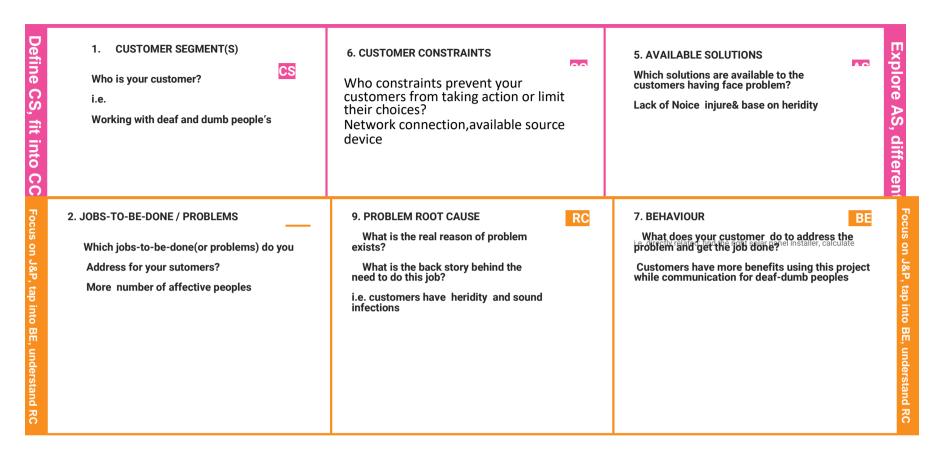
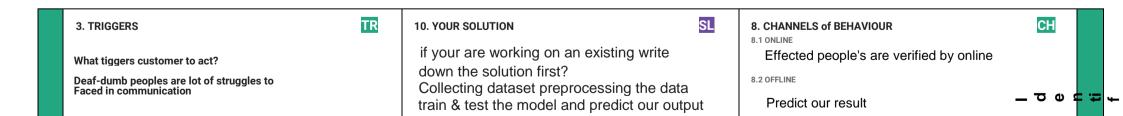
Team ID: PNT2022TMID40612





4. EMOTIONS: BEFORE / AFTER	EM		
How do customers feel when they for problem or a job and afterwards? Insecure>confident in control - using your communication strategy			