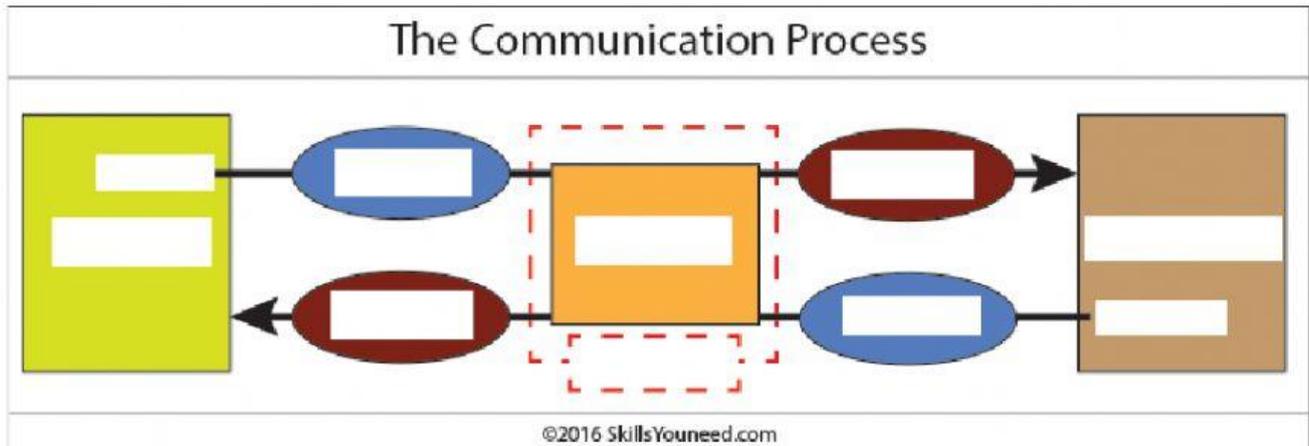


PROTOCOL AND PUBLIC RELATIONS

Communication.

1.- Complete the schema shown below



2.- Write down ten usual customer complaint motives: