D'Luchi

The D'luchi brand is bronzers and its general director is Luisa Chima, 33 years old and owner of three other brands of personal care. she is the sole owner, therefore, that its profit is broad in terms of profits. It stands out for being a company with excellent people in all business and management areas, but stands out more in customer service, but lately people often complain through comments on their official social networks. Luisa is concerned and agrees to carry out an enquiry in the offices and different branches in order to get customer service workers to evaluate each other's work and thus achieve the objective expected from this method. After analyzing the results, she made a meeting and decided to fire, but always recognizing the work and the help provided by the person to the company for years, so she gave a budget of 5,000,000 of their products from different brands and also made you a loan to open a local of these products and get much higher income and also an accessible working schedule, where that person can have this part-time job and be able to hire someone for the rest of the day; in addition to being their own boss.

1. **Why does your company stand out?**

2. **What was the reason for the loan?**

3. **What did Luisa do to solve the customer service problem?**

4. **How much was the budget given?**

LIVEWORKSHEETS