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| **Artifact Name** | Small Business Customer Sales and Services Comparisons |
| **Course Subject** | Demonstrate Customer Sales and Service Skills in an Office Environment |
| **Last Update** | May 2008 |
| **Rationale** | I included this because small business was a huge part of last year. We spent most of the year on this project; therefore I still remember everything about it. |
| **Knowledge** | I learned how you need to base your prices around your competitor’s. If your prices are too high you will lose business. |
| **Skills** | I gained more financial skills. I also had to try to work with my teammates without drama. |
| **Growth and Improvement Statement** | I would try and help Chelsea M. more with it. She did a lot of the work, and it really wasn’t fair. |