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Mark W. Johnson is co-founder and senior partner of the strategy consulting firm Innosight and author of the new book, Reinvent Your Business Model: Seizing the White Space for Transformative ...

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In this lesson by Rosemary Richey, students practise language related to describing products and services in a sales context. Exercises include: completing information from an IT website, asking and answering questions, and writing a service profile.

Business Basics: Ordering a service or product

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