Feedback for Wen-Wel Liao

First, I would like to thank you for all the assignments you have done so thoroughly and with great dedication, not to mention all the time differences you could bear during the course.

Next, thank you for your elaborative essay on service design, which seems more in favour of this kind of expression than visualisation, which is more modest. Or you provided the wrong link based on your description, as the visualisation lacks the complexity you are writing about.

Finally, you provided four characteristics of contemporary services, which are highly complex and constantly evolving.

Very well-written text. Great work!