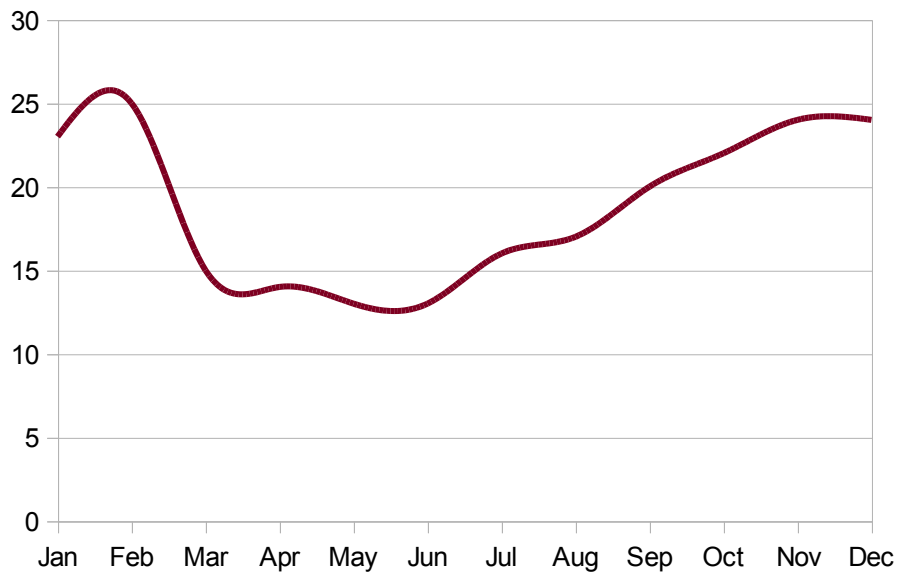


You were asked by your boss to write a report about the developments in customer satisfaction throughout last year in relation to labour costs.

*Decide what your company does, describe the situation and give a recommendation.*

**Labour costs (in 10,000 of dollars)**



**Customer satisfaction (in %)**

