

BBATHAMMASAT BUSINESS SCHOOL

Newsletter May - August 2009

#### A Message from New Director



Dear faculties and students,

For many years the BBA International Program, Thammasat has been recognized by the public and academic communities for being the best international program in the country. This success can be traced back to the hard work of all people involved in the BBA program including administrative members, faculties, staffs, and students.

I am so grateful to have an opportunity to join the groups of these people who are dedicated to the pursuit of excellence. As the new BBA director, I am highly committed to continue developing the BBA program to be the best program in both the country and the region. In search of excellence, we are planning to accomplish several valuable projects. The success requires the integration of all efforts and cooperation from all those involved.

This is an exciting opportunity. I look forward to working with you and to become part of the BBA achievements.

Dr. Peraset Chompuming Director, BBA International Program

#### Messages to former director Dr. Kulpatra Sirodom

It has been a great pleasure and an amazing experience to work with Dr. Kulpatra, associate directors, committee members and staff of the BBA Program. It is indeed more than the Program; it is a "family." I have learned so much from Dr. Kulpatra's pearls of wisdom and her charismatic leadership, which I am certain is difficult to emulate.



The BBA Program's international affairs and exchange activities are the culmination of visionary initiatives developed by Dr. Kulpatra and several key faculty members from previous administrations, such as Prof. Dr. Pornchai and Asst. Prof. Jittaporn, just to name a few. I am very much grateful to the opportunity to carry on such initiatives and be part of the success of the BBA Program's international expansion. And thank you, Dr. Kulpatra, for coaching me on a pay-it-forward philosophy which partially helps shape who I am today.

Somboon Kulvisaechana, Ph.D Former Associate Director – International Affairs I've always been a fan of Shel Silverstein. It's not only his quirky drawings that I'm attracted to, but also the simple and yet deeply touching messages he conveys in his prose and poetry. A number of years back, Kulpatra brought me a hard-cover version of a Silverstein classic titled, "The



Giving Tree." The book describes the relationship between a tree that selflessly gives everything to a boy so that he can live a full life.

Selfless giving is a dying art in this world of the needy. Unless parents provide selfless parenting, family bonds are weakened. Unless teachers selflessly share their knowledge, the pool of innovations fails to grow. I write this message to express my thanks to the previous deans who have supported the BBA with sincerity. I write this message to show gratitude to my mentor and best friend, Kulpatra for the leading and instrumental role she has played in making the BBA "The Tree" for all BBA students and alumni out there.

Pantisa Pavabutr, Ph.D. Associate Professor of Finance Associate Director, BBA



Many people say "time flies".

I met Dr.Kulpatra ten years ago in one meeting.

At that time, I did not realize that she was the
Director of the BBA Program. She presented the
success story of the BBA program to TU
executives. Her soft tone but full of confidence
impressed me.

I met her again when I joined TBS. One day, she walked to me and asked me to join her team in the BBA Program. Since then, we worked together as a team. Dr. Kulpatra, the team captain, has built trust and unity amongst team members. As a result of her effort, the BBA Program has always been named as one of the most prestigious international BBA programs worldwide.

Thank you for sharing all of your inspirational works. I have been pretty much blessed by knowing you and working with you at the BBA program.

Asst. Prof. Kangwan Yodwisitsak, DBA Former Associate Director for Administrative Affairs



"Who can fail to recognize the sterling contributions made by Dr. Kulpatra, BBA Director, who indefatigably carries the Thammasat's education on her strong shoulders. Without such a dedicated and selfless person like her, none of us would be able to enjoy the strategy, system and structure the BBA program has to offer to its students.

This is, thus, a long overdue "thank you" and tribute to Dr. Kulpatra Sirodom. Throughout her many years at Thammasat, Dr. Kulpatra fulfils education's responsibility of replacing an empty mind with an open one. Personally, I am forever indebted to her incomparable tuition, guidance and encouragement for the young minds of our institution. She gives us the platform to develop ourselves and so play our part towards the development of man and woman as a species. My humble wishes to her future endeavors going forward. She will always be remembered fondly."

Pita Limjaroenrat, MPP Candidate (Harvard), MBA Candidate (MIT) Class of 2002

President & CEO, Agrifood Limited

"After hearing about the news of your upcoming retirement from the BBA Program, I felt a void forming in my heart.



A brief letter is not enough to describe the feelings and appreciation I have for you. Not only did you develop and continuously improve such a remarkable program as BBA Thammasat, you also gave your full attention and caring to all of us, your students.

While I did not have the opportunity to take any of your classes during my tenure at BBA, my university life was touched by you in many ways. You were an enthusiastic listener to both my academic and personal matters and you shared with me your valuable thoughts. I've always felt that I am very fortunate to be a member of the BBA Thammasat family, but my greatest honor was to have you as my mentor. I am sure all of your students feel the same way.

Your dedication and leadership has led to the rapid development of the BBA Thammasat program that signifies academic excellence and integrity. Without your contribution, many of us would not have achieved the lofty goals that we have set for ourselves.

I sincerely appreciate your commitment to helping us grow not only as business leaders, but as model citizens that others look up to. My friends and I will always speak with pride of having graduated from BBA Thammasat. Ajarn Kulpatra ka, thank you very much ka! I will really miss you and I wish you all the best with your future plans."

Kanyachat Suebjaklap, MBA (Harvard) Class of 2005

"It is hard to describe how much Ajarn Kulpatra Sirodom has contributed to BBA Thammasat and to her students' successes. However, I believe that record speaks for itself and that the success of BBA Thammasat, its current students and its alumni has done its job very well. Starting my year at BBA, I was a shy girl fresh out of high school. BBA and Ajarn have helped me pave my way to success by granting me strong business foundation, skills, and opportunities. Ajarn always helps and guides me at every major step I take. To me, she is more than a professor or BBA Director.



Thank you Ajarn for building BBA Thammasat, fostering me, and equipping me with all the necessities to weather and sail with confidence in the real world. Without you, I would not be who I am today."

Kanjaraj Tangtatswas, MBA (Columbia) Class of 2003 Senior Dealer, Bangkok Bank Plc. "If my six years of experience as a professional have taught me anything, it is that the business education, network and experiences provided by Thammasat's BBA Program are second to none within Thailand. Upon graduation, I competed head-to-head against alumni from globally famous business schools for interviews and job offers, and I managed to prevail. My continued success in the corporate world, still equipped with only an undergraduate degree from BBA, remains proof of the quality of the BBA program. I am grateful for the experience.



Thank you for the many years of dedication and hard work to the current and past students of BBA. As a result of these efforts, our graduates are some of the most sought-after talents in business community. This success and recognition is a testament to your stewardship as Director."

Piyasak Ukritnukun, BBA (Thammasat) Class of 2003

Vice President and Chief Marketing Officer, CFG Services Co., Ltd.

"The 3.5 years as a BBA student has been one of the most valuable life moments that has greatly paved the way to where I am today. Time flies real fast and it has been almost 16 years of the BBA's continued successes, batch over batch, with progressive development and superb recognition on the quality of our graduates.



If our BBA is equivalent to a strong-brand bread factory, I would say that our bread products are very much liked and preferred by the market years after years. Needless to say, it is because of the people in our factory, especially our beloved director Assoc. Prof. Dr. Kulpatra Sirodom, or widely called as "Ajarn Nui" who has actively taken a great part in making this factory a dream for millions of students. Even though you will no longer be in charge as the director, I am sure you will keep smiling for what you have made, and will see it keep growing healthily. You are such a wonderful Ajarn ever, indeed."

Methee Choksuchart, MSc. (Lancaster) Class of 1993 CEO, KSJ Easylook Co., Ltd.



"Dr. Kulpatra, you are a great leader and teacher who have built a new generation of successful leaders through the BBA program. As the training ground for those who will make a difference to their communities, the program under your guidance has undoubtedly achieved its goals.

Personally, I have been touched by your encouragement and support. Without you, we would not have been able to make such an impact to those around us. Thank you."

Bancha Serngadichaivit, MBA (MIT)
Class of 1994
Assistant Vice President, Bangkok Bank Plc.

"Personally, Ajarn Kulpatra has always been symbolically linked to BBA Thammasat. Ever since the first day I attended the Freshmen Orientation at the UN building, she was there.



And over the four years I spent at Thammasat, her input into the program has cultivated my growth into adulthood and my professional career. Her greatest impact with me was demonstrated with her commitment to the BBA Case Competition team, finding the wherewithal to send myself and several of my classmates to global case competitions which were phenomenal learning experiences. Through her work, I always believed that whatever Ajarn Kulpatra did, she did so for the benefit of BBA, to make it one of the elite undergraduate programs not only in Thailand, but on the global stage.

Her impression was left not only with the student body, but also with the staff, who I know have the utmost respect for her when they sing her their praises. BBA Thammasat is forever indebted to Ajarn Kulpatra, and as a representative for BBA#12, we wish her the best of luck in the future. Thank you, Ajarn Kulpatra."

Tanawat Damnernthong, BBA (Thammasat) Class of 2007 Associate Consultant, Vitamins Consulting & Research Ltd.

# **Business Competitions**

## Winner of the Scotiabank International Case Competition 2009



We are pleased to announce that BBA Thammasat team wins yet again on the international case competition stage! This time, four students brought home the trophy of the 20th annual Scotiabank International Case Competition, held at Richard Ivey School of Business from March 18th to 21st sponsored by the Scotiabank Group. The team members comprise Miss Chalida Thangpetchr, Miss Kattareeya Teeraratpol, Mr. Kuan Wen Lin, and Miss Pimchanok Ingkakitti. This year's competition attracted 12 top tier business schools from around the world, all vying for the top prize promising a hard-to-beat competition.

An even bigger challenge is a very unique preparation format. The students had only 15 hours to crack the case with only one computer and 5 books allowed, no internet usage or predesigned templates. The case was on Team 7, an Austrian company focusing on high-end niche furniture market. A truly creative and focused solution was crafted to deal with how to best transform its business model a nd imprint Team 7's brand in order for the company to achieve the leadership position in the European market.

This success would not have been possible without the continuous support from the BBA program. Most importantly we would like to acknowledge the dedication and value Ajarn James Fitzpatrick has given us.

# Thammasat Undergraduate Business School students win Young Financial Star Competition 2008

The Stock Exchange of Thailand, Muang Thai Life Insurance, PTT, Thai Investors Association, together with other alliances, held the Young Financial Star Competition (YFS). YFS makes up of 3 programs, namely, Money Management Award (MMA), Young Researcher Competition (YRC), and New Investor Program (NIP). Its objective is to produce new-generation stock analysts and financial planners to support the increasingly competitive Thai capital market.



This year, YFS attracted over 3,000 participants from all over Thailand. Over a period of six months, participants had to compete in various rounds, including taking tests, preparing analyst reports and creating financial plans, in which only 15 contestants would go into the semi-final round in each of the 3 categories: YRC (SET), YRC(MAI) and MMA. All 45 of us attended the Money Adventure Camp in Pranburi where we had a chance to study the life of a small fishing community and hold an edutainment festival for local children on Children's Day. In addition, we received personality development training from John Robert Powers Institute to prepare ourselves for the final round in which only 5 finalists would compete in front of judges.



On Feb 16, 2009, two students from BBA competed in the final round held at the Stock Exchange of Thailand and the results were very impressive. Lalita Chaimonthon was awarded first place in both SET Star Researcher and Star Insurance Planner categories,

receiving cash, training scholarships and a paid overseas trip totaling 322,000 Baht while Visaruth Taveeruchana won the second runner-up award in MAI Star Researcher, receiving cash and training scholarships worth 56,000 Baht.

On top of that, Kanadej Thamanoonragsa, Banphot Thanapermsuk and Charuphan Viboonchan also received 36,000 Baht worth of training scholarships for reaching the semi-final round.



#### Winner of HSBC YEA2008-09

Thomas Edison, the master of innovation, once said: "Genius is 1% inspiration and 99% perspiration", and we totally could not agree more with it. On 6th May 2009, it was again the day of Varsity team, consisted of Pornchanok Sophonkiatttikun, Sasirat Kittichungchit and Sukrit Tantisuwitkul from BBA#16, as we emerged as the National Winner. The HSBC Young Entrepreneur Awards 2009 competition is indeed the ultimate goal we aimed for this semester. The real deal was to write a full-scale business plan for a product or service that are innovative and yet financially feasible to be invested in. And this is the birth of Port 3.0.

The portable storage device, which connects to WIFI wirelessly and to the computers via Bluetooth, is created to truly answer the unrealized need of today's generation for it enables users to download/upload large files and Bit Torrent online without turning on their computers. Port3.0 is here to replace conventional USB flash drives used nowadays. Knowledge we learned from BBA classes and experiences gained from previous competitions is a perfect blend, leading to our success. We remembered the time of disappointment when we competed in the final round of Green Read Idea Challenge#1. We fought back and won the 1st runner up in 1-2-Call Mission I'm Possible Marketing Competition 2008. And for this HSBC YEA, we have worked hard through the final exams with adventurous spirit. It is the spirit of determination and perseverance to be the "BE the BEST ALWAYS"

### Thammasat Rocks Again X2!!!

On May 11, 2009, history was made by BBA Thammasat Students: BBA Thammasat team has again conquered L'Oreal Brandstorm 2009 trophy for the 3rd consecutive year!! What made it even more extraordinary this time was — we, BBA Thammasat, rock it all as a Winner and the 1st Runner-up this year! In first place, the Mesmerist, lead by Pimpat Jangrew with Pantila Chongwattana, and Amarit Charoenphan came while the Nirvana, lead by Poungpen Thampanichvong, Chatree Panichyanont Wangpanitkul and Phornthep Thakral closely followed in second place. Our team, in fact, consists of mostly accounting students which proves that it does not matter what major you are, because your attitude, not aptitude that determines your altitude!!



The L'Oreal Brandstorm is the quintessential test of every students' creativity, business sense, marketing prowess and perseverance. It will put you up all night, daring you to dream and innovate in ways you never believe you possibly could. A marathon and not a race, be prepared to sleep, drink and breathe with your product concept for 5 months while you jet around town meeting creative agencies, writing the paper, photoshoping and practicing your presentation, and refining your concept until the final second. It all boils down to a single 15-minute presentation. The pressure is on, with a star-studded cast of judges that will and the stakes are high. But it is a rewarding competition, with the glitz and glamour of the national press, and the dream trip to the city of romance, Paris!!!



On behalf of both teams, I would like to thank to all our family and friends who have cheered and supported us for the past six months. We like to thank all for Ajarn Kulpatra, Ajarn Kritsadarat and Ajarn Somboon at BBA for your support and guidance well as all the knowledge that Ajarns at BBA have given us that was necessary to conquer this competition. And thank you for all our BBA Thammasat friends who really packed the halls, roaring and cheering to give us the home court advantage.

Lastly, to all BBA L'Oreal Brandstorm 2010 contestants: Make it a Quadruple next year!

#### Star Search 2009



The Star Search Competition is a business case competition hosted annually, designed to provide an introductory start into the world of business case competitions for the freshmen. Accepting only 16 teams, the race had begun before the actual competition. In the first meeting, interested teams must run with their team names, racing as fast as possible just to get on the list. It was clear that the spirit of competition was presented in each and every one of us right from that point.

This year the winner goes to the "Leopard" team, consisting of Chinnakrit Silakong, Thanut Jadejunprapa, Vacharish Chanasit, and Woragun Wattanasakchai.

The case company for this year was The Body Shop. The case requires a blend of marketing concepts and creativity as well as accounting principles. As we are a team from section 3, we consider ourselves lucky to be able to take these two classes beforehand as they have assisted us tremendously. We worked as a group, starting from the first aspect of the case, from the company profile right down to the recommendations. We believe that through this, any good ideas would not fall behind. We believe the key to coming up with recommendations lies in the way we analyze each one in detail. Every presented idea is attacked thoroughly, until we are sure that we did not miss out on any significant flaws. After we worked through the entire process as a group, we assigned each person to a different part, to cover them in detail.

On January 24, 2009, when it was time for the presentation, we were surprisingly not as nervous as expected. We decided that we have devoted our time and effort into the case, and we would be satisfied no matter the outcome. With this state of mind, we managed to channel our energy into enthusiasm.

The most distinctive difference of the preliminary round and the final round is the sheer difficulty of the Q&A section. We were faced with a team of who we know to be professionals in this area. Their questions that go far beyond our pool of expected questions. However, we believed that through our calmness, we managed to do our best and answered each question with enthusiasm and confidence.



Looking back, there is an area we feel could have been bettered. We were too caught up in trying not to openly discuss during the Q&A section. Instead, we set up signals and take turns in answering. For this reason, we believe that our answers are not as polished as it could have been.

In the process of working on this case, there are many things that we have learned. For example, we learned to work as a team, even with our differences and conflicting ideas, in order to produce an outcome for all. We learned how to apply all those theories that we have learned in class into practice.

Everything would not have been possible if it was not for all the unending support from our parents, the valuable advices from our Roon P's, and the knowledge from our professors.

Lastly, we realize that this is just the first step and we hope that the Star Search would be a river that would lead us on to the ocean of case competitions.

#### **Toulouse Business School Visitation**

On March 10, 2009, Dominique Marie-Odile, Head of International Relations from Toulouse Business School, France, met with Lecturer Lisa Sawatyanont, Assistant Dean for Foreign Affairs, Thammasat Business School (TBS) and Dr. Peraset Chompuming, Director of International Program (BBA), seeking potential collaboration on student exchange program and business education between the two institutions.





#### Visitation of the BBA's new partner institution

On February 10, 2009, BBA (International Program), Thammasat University, welcomes a new exchange partner, Rouen School of Management (www.groupe-esc-rouen.fr), ranked in the top-ten business school in France. Half-way between Paris and the sea, Rouen, the capital of Normandy, is renowned for its academic excellence and cultural heritage where our BBA students can thoroughly explore and experience. Stephen Murdoch, Director of International Relations of Rouen School of Management, kindly paid a visit to BBA (International Program) to discuss a way in which our exchange relationship can be enriched for a year to come.

#### **UT-Austin visitation**

BBA (International Program), Thammasat University, welcomed Mr. Josh Rucker, International Program Coordinator -Undergraduate Level, from McCombs School of Business, University of Texas at Austin. He paid a visit to BBA (International Program) to discuss with Assoc. Prof. Dr. Kulpatra, BBA Director, about a way in which the exchange relationship can be enriched for a few years to come.



### Visitation of the BBA's partner institution

Prof. Dr. David Sharpe, Dean of the Richard Ivey School of Business, University of Western Ontario, Canada and Prof. Dr. James Maskulka, Associate Professor of Marketing of Lehigh University, visited BBA (International Program), Thammasat Business School to exchange ideas in business education and explore new academic collaborations.

#### Conference participation, Barcelona, Spain

Dr. Kulpatra Sirodom and Dr. Pantisa Pavabutr recently visited ESADE, Barcelona to present their papers, "What stock splits do in a retail dominant order driven market," and "Price discovery in the Indian gold futures market." The latter work is joint research between Dr. Pavabutr and former BBA /MIF alumni Piyamas Chaihetphon. The paper is forthcoming in the Journal of Economics and Finance.





#### The 70th Anniversary of the Faculty of Commerce and Accountancy

On November 21, 2008, the Faculty of Commerce and Accountancy, in cooperation with its Alumni Association, held the 70th Anniversary Celebration at the meeting room, 5th Floor, Faculty of Commerce and Accountancy, Thammasat University.



On this occasion, Asst. Prof. Dr. Kanogporn Narktabtee and Ajarn Veera Bhatiasevi were selected to receive "The Faculty Award" for their continuing support and dedication to our programs.

On behalf of the BBA International Program, we would like to say "Thank you and Congratulations"



#### IM 203 Field Trip to Tomy (Thailand) Ltd.



Such a stressful atmosphere to be in right now, changing weather, piles of works, projects deadlines to meet and political instability. So we, the operation management class, decided to get away for a little relaxing trip to Tomy's toy manufacturing plant, just outside of Bangkok.



We began by being taken to the conference room where we were pleasantly surprised to be surrounded by all sorts of toys, including Thomas the Tank Engine. Once we had all satisfied our urges to relive our childhood with a bit of fun and games, it was down to business. We were given a briefing about the history, manufacturing process and operation of Tomy.



Also, the plant tour was an educational and interesting experience, observing how the toys were made. We also learned about how the toys we had seen earlier are produced, and what has to be done to make them work. The highlight of the trip was the room which shows all of Tomy's manufactured toys. Eager for yet another opportunity to awaken the inner child, we all enjoyed looking around the vast array of toys. The friendly staffs were tremendously helpful and very open to questions and discussion; even if a few too many of our questions were about which button to press to get the toys to work! From this trip we learned about the manufacturing process first hand, and consequently how we can apply the knowledge gained on our courses in a real company like Tomy. As well as these findings, we also had an immensely enjoyable trip, and were presented with a free toy train at the end. On behalf of my class, I would like to thank Tomy (Thailand) for their hospitality and Ajarn Karndee and BBA staffs for the educational opportunity and for making this trip enjoyable for all of us.

#### **BBA Campus Recruitment**

As always, we have numerous large companies participating in our campus recruitment session for BBA undergraduate students, who will be graduating soon as well as those in any other year, to be able to learn about the company and ask questions about their career interest, job positions and for the company's representatives to share their experience with the students. Examples of companies include Unilever Thai Trading Limited, Siam Commercial Bank, Kim Eng Securities, Boston Consulting Group, McKinsey etc.



#### Summer Study Abroad program

In this Summer 2009, Thammasat Business School is offering a Summer Study Abroad program to Four renowned European Universities, which include Dauphine Summer Program, 20th International Summer University WU 2009, International Summer Program @ Paris Graduate School of Management and International Summer University Program (ISUP).



## Extra Curriculum Activities

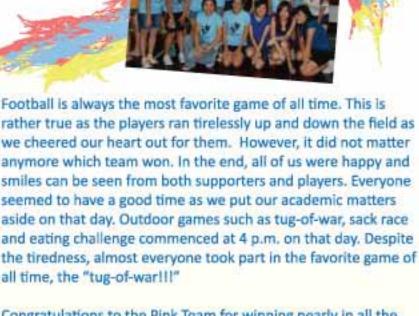
### **BBA Sports Day**

Another not-to-be missed BBA tradition is the BBA sports day!

On Sunday February 1, 2009, BBA students, BBA Officers, as well as Professors came together to take part in this special occasion to strengthen the bond among our BBA family.

We were all grouped into four different colors i.e. blue, pink, green and orange. Others might consider it a small event but for us, the BBA students, whether freshman or senior, Thai or exchange students, it was rather a significant day when the wall, between students, is torn down. It was the day for us, brothers and sisters, to have fun and get to know each other in a way we've never done before.

What do we normally do on Sunday morning? For me, I would usually just laze around and take thing as easy as it can get. However, this Sunday was different. Everyone, including myself, showed up in sport gears, full of spirit and enthusiasm. It was time to get down to business.



Congratulations to the Pink Team for winning nearly in all the sports as well as other teams that fought to the best of their abilities. Apart from the sports competition, other activities such as cheerleading helped contributed to making this event even more successful and lively. Without you all, this event would have been dull. .

Last but not least, I would like to thank all BBA students for joining and supporting their teams. There was no doubt that this event would not be as successful if BBA students did not all come out and participate in this event - in making this Sport Day the most memorable one ever.



#### BBA 5th Camp @ Baan Tard Seaw, Loei

On early Sunday December 4th, 2008, volunteers from Thammasat Business School set off from Thammasat to Baan Tard Seaw, Loei province, Thailand. Despite the diverse background of all BBA international program volunteers, we were all willing to give love and warmth to the remote communities in Thailand's rural areas. With our goal of confirming the Thai hospitality that Thais will never leave each other behind.





A group of 65 people was assigned to 11 different houses, which resulted in 5-6 people per house. Then we separated into those assigned houses and took a good night sleep to prepare for tomorrow's upcoming tasks.

Soon after the sunrise, we all had porridge for breakfast, the most wanted meal at the time, in the midst of the morning fog. Afterward, we separated to groups to work on 5 different tasks — Construction, Social relation, Teaching, Cooking, and Research. This year, we planned to build a new canteen for Tard Seaw School to replace their old torn one. Above all, however, the most accomplished task that we were proud of was the research task. It was a unit that gathered potentials and current problems of the village by breaking up our volunteers in groups to search information during the day. This information was then shared in the evening to be further studied and analyzed.

Then came the activity all of us had been waiting for the entire day, the "BBA Family Circle". Every night we would form into a big circle, called the "camp-fire". Each of the five groups would send a representative to summarize their accomplishments and problems they found on each day. Then we had fun activities together aiming to strengthen the relationship among each other i.e. by playing games, sharing amusing experiences, telling jokes, etc. As a tradition, before we called off the day, we would have a good night pray and the most impressive activity, a night hug, where we made sure that everyone had a change to hug each other. By this means, those who did not know each other would have a chance to talk, which is a nice and friendly way to start off the relationship.

However, all of this just could not happen without the generosity offered by Proctor&Gamble. As representatives of "BBA 5th Camp" and "Tard Seaw village", we are more than grateful for your wonderful support, and we would like to thank you for the sponsorship.

All in all, after those tiring days, whenever we look back and refresh our memories, big smiles from the villagers are still there and they always leave a warm, fuzzy feeling in our hearts. As one individual, we might not be able to make great changes to their lives, but at least we have won their heart and, most importantly, a big change has indeed already occurred, not elsewhere, but in all of our hearts.

