

Name: _____

Date: _____

AIDET

K Q Z M K A J H M X R J X C H V X R E W R K T V
K O F T B U F Z M E P P O M X U D D X X M E I K
C O M M U N I C A T E N F Z E P D M Y S L X K W
W C W O N C E K D A F N D R E X J B D V U P H H
D X Q J Z T O V X I J K U A I J P I N P B L A B
K I N F O R M G D C W I R X C E M E L I V A J M
X K R N Z S P E N E O K A C Q K N M R C N I G P
W N J F W P N G L R A H T C V I N D J I R N I E
M V F F U C J L V P Z B I M W E D O L G E V D U
M A A O E H W B L P S H O W M C T O W Y F N N O
B A M Q L D F U R A W T N D I U P T F L Y L C V
D D I W I A R X V W Y H D N W D A C S A E P V E
B A L Z C F A D K I C A D A V O T A A X F D V O
U W Y X G C P F V D L N H T R R S T T P C Z G H
C O G U D H O T L W A K P S E T U N I L T H L E
B U V V N O L Z U X R Y U R D N R O S B W Q O G
Q W S Z R I O H H Z I O W E K I T C F O N T C U
N N T T E C G B L F F U O D O J I E A E Y Y W K
J D B L O E I W J W Y R L N E L A Y C M V B W H
V O I N G M Z S U W Y D L U F L B E T P Y I T Y
K M Z E S B E X Q M E R O I L R D B I P N C Y R
S D L C G X P R O E G I F I G N V X O Z L T I H
I M Y I W R N I B N O G X Q L Z D S N J G T M Q
Z X U A T W B Y N O I T A T C E P X E V O W H N

satisfaction
confidence
eyecontact
followup
clarify
family

expectation
experience
apologize
friendly
explain
trust

communicate
appreciate
introduce
thankyou
choice
smile

acknowledge
understand
customer
duration
inform