

Name: _____

Date: _____

Customer Service

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

E Referral Service

E Searcher

Friendly

Letter

Email

Tone of Voice

Colleague

Helpful

Manner

Oasis

Considerate

Telephone

Patient

Polite

Team