

Name: _____

Date: _____

Customer Service

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

Expectations
Enthusiasm
Customer
Helpful
Listen
Tone

Professional
Resolution
Greeting
Empathy
Caring

Committment
Thank you
Pleasant
Patient
Aware

Acknowledge
Teamwork
Attitude
Service
Smile