

Name: _____

Date: _____

Customer Service

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

Personal excellence

Above and beyond

Response ability

Active listening

Team building

Communication

Friendliness

Open minded

Commitment

Appearance

Attitude