

Name: _____

Date: _____

Customer Service

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

Communication

Appointment

technology

favoritism

disrespect

Confront

Patient

Respect

people

Rude