

Name: _____

Date: _____

Make It Personal

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

understanding

small talk

connect

sincere

learn

ask questions

customer

natural

rapport

smile

appreciation

genuine

empathy

relate

gaps

compassion

respect

willing

listen

TUCE