

Name: _____

Date: _____

Mastering Customer Experience

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

BENEFICIARIES
ALTERNATIVE
PROMOTION
IMPORTANT
PRODUCT
PEOPLE
GREET
TEAM

PROFESSIONAL
EYE CONTACT
PROACTIVE
STUDENTS
AMAZING
CLIENT
NEEDS
KIND

SATISFACTION
APPRECIATED
APOLOGIZE
FAMILIES
ELDERLY
LISTEN
SERVE
DROP

CULMINATION
EXPERIENCE
EMPATHISE
TROLLEYS
SERVICE
PLACE
SMILE
STOP

TAKE ACTION
UNDERSTOOD
THANK YOU
CUSTOMER
ASSIST
PRICE
GUEST
HEAT