

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Service Excellence is in Everything We Do

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

Transactional	Interpersonal	Paraphrasing	Expectations	Consultative
Professional	Partnership	Agreement	Questions	Detractor
Proactive	Listening	Promoter	Negative	Positive
Curious	Rapport	Probing	Passive	Neutral
Closed	Effort	STEWD	Trust	Need
Open	NPS			